MKIP ICT Service

Service Standards

Version	Date	Author

Contents

1. Context and Terms

- This document constitutes a formal agreement between MKIP ICT Service (I T) and each partner service area within MKIP.

- The aim of the agreement is to document service standards for the Support and maintenance of computer, data and infrastructure systems, and to detail processes and procedures for the management of incidents covered by the agreement

- Project and development support and deliverables will be defined as part of the formal project start up procedures and agreed with all commissioning agents. When the project /development is complete product support will be covered by this agreement

- All projects will be considered by the MKIP ICT board before approval

- The agreement will be reviewed annually

In this document the following terms are used as abbreviations of the type and/or nature of systems or services.

Desktop systems	Client PCs or laptops and the software installed thereon in accordance with the MKIP ICT technical standards
Network	The Local Area Network (LAN) used to connect the desktop computer to MKIP's computer network and the Wide Area Network (WAN) used to connect remote offices to MKIP's computer network.
Business systems	MKIP's core business system installed on central servers in the supported data centres
Exchange	MKIPs email systems
Intranets	MKIP's internal Intranet system
Websites	MKIP's websites
Remote worker	A homeworker, mobileworker, Councillor, or Officer working at another Council's offices as part of a partnership agreement.

2. Target Service Levels

The Target Service Levels are the minimum levels of service that the customer should expect for the duration of this agreement.

- *The network elements will be available 99% of the time between 08:00 and 18:00 Monday to Friday (excluding Bank Holidays), and 09:00 to 16:00 of Saturdays.*

- *MKIPs Business systems will be available 98% of the time between 08:00 and 18:00 Monday to Friday (excluding Bank Holidays), and 09:00 to 16:00 on Saturdays.*

- *The Exchange system and Home server will be available 99% of the time between 08:00 and 18:00 Monday to Friday (excluding Bank Holidays) and 09:00 to 16:00 on Saturdays.*

- *The Intranet will be available 98% of the time between 08:00 and 18:00 Monday to Friday (excluding Bank Holidays), and 09:00 to 16:00 on Saturdays.*

- *Websites will be available 98% of the time between 08:00 and 18:00 Monday to Friday (including Bank Holidays), and 09:00 to 16:00 on Saturdays.*

*Please note that the expectation and intention is that most business systems will be available 24 x 7. This reflects the shift in culture towards flexible working, and staff and customers' expectation of system availability. However, this service takes account of data backups, scheduled and unscheduled maintenance, hence the figures quoted.

3. Planned and Unplanned Maintenance

- For the purposes of routine maintenance, MKIP ICT will from time to time close MKIP's business systems, exchange system, internet, intranet, and/or infrastructure elements or services required to access these facilities from any site,. Such closures will be agreed with customers not less than 48 hours in advance.

- MKIP ICT will from time to time, close MKIP's business systems, exchange system, internet, intranet, and/or infrastructure elements or services required to access these facilities from any site, for the purposes of emergency corrective measures and maintenance. Such closures will be agreed with customers not less than 1 hour in advance.

4. Incident Management

Incident management deals with reported or detected technical faults, enhancement requests, project- and/or development-related work, and the process for reporting and requesting attention on these issues. The response levels details within this document are closely monitored and will be discussed at quarterly service review meetings; changes to these response levels will be reviewed annually.

Priority levels are defined for the following faults and situations, for ease of reference.

- ▪ ***Priority 1: Critical incident*** *- Reported or detected service incidents between the hours of 08:00 to 18:00 which affect multiple systems and multiple users:*
  - o *MKIP ICT will respond within 1 working hour*

- ▪ ***Priority 2: Department/group Incident*** *- Reported or detected service incidents between the hours of 08:00 and 18:00, that affects multiple staff:*
  - o *MKIP ICT will respond within 1 working hour*

- ▪ ***Priority 3a: Individual Critical Incident (Local)*** *- Reported or detected service incidents between the hours of 08:00 and 18:00, that affects a single member of staff within the MKIP partnership*
  - o *MKIP ICT will respond within 1 working hour*

- ▪ ***Priority 3b: Individual Critical Incident (Remote)*** *- Reported or detected service incidents between the hours of 08:00 and 18:00, that affects a single remote user (i.e. Homeworker, Councillor, remote office):*
  - o *MKIP ICT will respond within 4 working hours*

- ▪ ***Priority 4: Individual Service Incident*** *- Reported or detected service incidents between the hours of 08:00 and 18:00, that affects a single member of staff:*
  - o *MKIP ICT will respond within 4 working hours*

- ▪ ***Priority 5: Individual Request Incident*** *- Non critical requested service between the hours of 08:00 and 18:00, that affects a single member of staff within the MKIP Partnership:*
  - o *MKIP ICT will respond within 1 working day*

- ▪ ***Priority 6: Medium- and Long-Term work*** *- Reported or requested enhancements, developments, investigations, project-management and other longer term requests:*
  - o *MKIP ICT will respond within 1 working day*
  - o *MKIP ICT will deliver an initial answer within 10 working days*

5. Incident Reporting

- Incidents that are detected by, or reported to the MKIP ICT Helpdesk during the opening hours of the Helpdesk will be handled in the following way:

    1. Call logged via the MKIP ICT helpdesk

    2. Call will be opened on the MKIP ICT Helpdesk system;

    3. The caller will be issued with the Call Number;

    4. The caller should record the Call Number ;

    5. The MKIP ICT Helpdesk will resolve the problem if possible, and if current and anticipated workloads and call levels allow;

    6. If the MKIP ICT Helpdesk can not resolve the incident the call will be escalated to the Technical Operations Manager, Business Operations Manager or Change Manager as appropriate

    7. If escalated the appropriate MKIP ICT team will handle the call and update the Call information

    8. For any Calls that are unresolved at the end of the Helpdesk opening hours the Helpdesk will update the person reporting the incident, detailing anticipated resolution time and current call status.

    9. Once a call is closed, the Customer will receive an email confirmation, and will have the opportunity to comment on the manner in which the incident was handled by MKIP ICT Staff.

- **Incidents that are reported via channels other than the MKIP ICT Helpdesk will not fall within the agreed priority timescales detailed above**

- Please note that the MKIP ICT Helpdesk operates a queuing system. This means that callers may receive a message informing them of generic technical issues of which the MKIP ICT Section is already aware. This prevents users calling unnecessarily, and frees up the line for other callers.

- Users will be offered the option of leaving a message if they are queued, and a member of the MKIP ICT Team will respond within the terms of this service agreement depending upon the nature of the call.

6. 3rd Party Support

- Specialist technical support for MKIP ICT Systems will from time to time be required from suppliers (or other contracted Support providers). The MKIP ICT Helpdesk will then coordinate the efforts of the support providers.

- Please note that a call which is escalated to outside support agencies will not fall within the agreed priority timescales detailed above.

7. Ownership, Upgrades and Replacement of MKIP ICT equipment

- All ICT equipment provided by MKIP remains the property of purchasing authority and will record an asset number.

- MKIP replaces desktop computer equipment when it becomes unserviceable, unless the replacement device is to be provided to enable flexible working, i.e. a laptop, or tablet PC. The replacement of this equipment will be funded from equipment MKIP Shared service budget;

- The MKIP ICT Section reserves the right to prohibit access to MKIP's network to devices which do not comply with the MKIP ICT strategy;

- **All MKIP ICT procurement must be coordinated by the MKIP ICT Shared Service and approved by the MKIP ICT Board to ensure compliance with the ICT Strategy.**

8. Other Commitments

For the purposes of adhering to the terms of this agreement the following commitments are implicit:

Scope of services provided by MKIP ICT under the terms of this **agreement:**

MKIP ICT commitments

- Recorded times for all reported incidents will be measured from the date and time of the Helpdesk call of the first report of an incident to the date and time of the closure of that Helpdesk call.

- MKIP ICT will provide the following services:
    - Helpdesk – First point of contact. Log calls on the MKIP ICT Helpdesk system between the hours of 07:00 and 18:00 Monday to Friday (excluding Bank Holidays);
    - Support – Technical support for MKIP ICT infrastructure including telephony;
    - Business support for MKIP corporate systems;
    - Development – Technical support and development for MKIP corporate systems and infrastructure.

Helpdesk

- Log calls: the MKIP ICT helpdesk and act as first point of contact for problem resolution
- Act as first line support
- Specification: Specify MKIP ICT products for procurement
- Quote: Provide quotes for MKIP ICT procurement
- Order: Raise purchase order for MKIP ICT products from supplier
- Invoice: arrange payment of invoices to suppliers
- Assets: maintain MKIP's inventory & asset register
- Licences: administer MKIP's software licence register
- Provide advice & guidance to all staff on MKIP ICT related issues

Technical Support

- PC setup: commission PC on receipt, amend supplied image as required;

- PC delivery: arrange installation of relevant client software, transfer of relevant files from old to new, remove old equipment;

- Server setup: commission server upon receipt, install relevant operating system and amend template to match server designation, ensuring security and integrity of system. A virtual server will always be utilised where technically feasible;

- Maintenance of the converged (voice and data) network;

- Miscellaneous hardware: install & maintain other hardware such as printers;

- Apply patches: apply patches & fixes as required in order to provide the minimum disruption to service, test patches/fixes;

- Maintain Active Directory account base: create/delete new accounts in a timely fashion as required;

- Maintain exchange mailbox base: create/delete new accounts in a timely fashion as required;

- To assist in the resolution of helpdesk calls in accordance with call priorities;

- Backups: Administer server backup regime in accordance with established procedures;

- Restore: Recover server data from backups as required;
- Remote access: support remote access for home workers, suppliers, and members via SSL VPN;
- Security: to always act in accordance with the MKIP ICT security policy;
- To manage change, implementing new MKIP ICT systems & procedures;
- To manage change, implement MKIP ICT telephony systems & procedures;
- Provide advice & guidance to all staff on MKIP ICT related issues;
- Maintain suitable documentation.

Business Support

- Support MKIP's corporate applications systems;
- Develop MKIP's corporate systems such as GIS, DIP & CRM;
- Maintain the BS7666 compliant gazetteers in liaison with the GIS teams ;
- To assist in the resolution of helpdesk calls in accordance with call priorities;
- To manage change, implementing new MKIP ICT systems & procedures;
- Administer MKIP's corporate database systems: optimize for efficiency, maintain data integrity etc;
- Server setup: commission server upon receipt, install relevant operating system and amend template to match server designation, ensuring security and integrity of system;
- Project manage MKIP ICT implementations;
- Maintain suitable documentation.

Customer commitments

- MKIP ICT staff shall have access to partner sites at any time during their normal opening hours;

- MKIP ICT staff shall have access to partner sites outside of the normal site opening hours, having given customers not less than 48 hours notice;

- Customers will only log calls via the MKIP ICT Helpdesk, or via the specified page on the Intranet;

- New starters will be processed using the starter form on the Intranet, this is a workflow process that governs the set up of users accounts, email, provision of a User Device (where appropriate), and issuing of pass cards etc – none of these functions will be performed unless this process is adhered to;

- Whenever a member of staff leaves a partner authority, the leaver process will be completed, and **the responsible manager will ensure that all partnership assets are recovered**;

- Projects which will require MKIP ICT resources to implement will be detailed in the Service Plan;

- The MKIP ICT Service will be given due notice of such implementations, and will be given the opportunity to evaluate the technology **prior to procurement** in order to ascertain its compliance with MKIP ICT policy;

- Licences for software purchased by each partner will be forwarded to the MKIP ICT Section for filing and audit purposes;

- Every business area with its own information system will provide its own systems administrator. Duties performed by this officer will be:

    o User account maintenance within the application
    o Password management within the application
    o Basic report writing and queries
    o Liaison with MKIP ICT service
    o Business continuity

Requests for Services NOT Covered Under This Agreement

- **Software development:** bespoke software development work, or back office integration. This includes the development of web based applications;

- **Evaluation of new software or hardware**: Evaluation or approval of new software or hardware for use within the business area. This includes systems developed outside of MKIP, such as third-party systems, or systems developed by end users;

- **Procurement of new software or hardware:** Procurement of new software or hardware for use within MKIP;

- **Call out: 24 hour on call is under negotiation. Until procedures for MKIP wide on call arrangement are agreed,** MKIP support staff are not required to be on call.

- **Software licensing:** MKIP ICT will not provide software or licensing for software that is specific to a business application, the section manager owning the system is responsible in all cases;

- **Specific training:** training on corporate business applications is the responsibility of the appropriate section manager who owns the system;

- **Assistance with application usage when unsupported or nonstandard hardware or software is involved**: Use of unsupported or nonstandard hardware or software often results in unexpected behavior of otherwise reliable systems;

- **Modifications to original application specification:** Any functionality not specified in the current approved design specification. Changes in the customer's organisation or business needs (such as a reorganization or change in business practice) may make the current specification obsolete. When this occurs, the customer should initiate a request for enhancement to update the system. It is highly recommended that the section manager and MKIP ICT work closely together to anticipate future needs and prepare timely update of systems to accommodate the customer's constantly changing business. These requests should be incorporated into the section's service plan;

- **Desktop data backup/recovery:** The responsibility for the backup and subsequent recovery, of data stored on desktop PCs or laptops is the responsibility of the user.

9. Service Standards Review

The service standards will be reviewed annually, and the performance against the stated targets will be reported to Heads of Service within MKIP. The service meetings will be a forum to discuss:

- Issues arising outside of the terms of the agreement;
- Failure to meet the terms of the agreement on either side;
- Specific service issues which need to be addressed;
- Changes to terms of the agreement, only to be made with the agreement of both parties;
- Forthcoming legislation, technology, implementations which may affect the terms of the agreement.

Any issues arising from service meetings which are not addressed therein may be escalated:

- Stage 1: Head of MKIP ICT, if not involved in the Service Meeting;
- Stage 2: Relevant Council Director;
- Stage 3: MKIP ICT Partnership Board.

10. Recharge

As a part of this service initiative, it is proposed that the charging model of the MKIP ICT Section be changed. The current model is based upon a per capita charge, which is not always a fair and equitable charging mechanism, as many users maintain a desktop and a laptop PC. It is proposed that the charging mechanism will henceforth be based upon numbers of network attached devices per budget head. This will ensure that the charge directly reflects the level of support provided to each section.

A separate recharge element will still be maintained for software development work performed by the Business Support Team.

Systems Currently Supported by the MKIP ICT Partnership

Systems Supported by the MKIP ICT Partnership		
Category	**Product**	**Site**
Anti-spam Software	E-mail security SaaS	Swale
Anti-spam Software	Neatsuite	Tunbridge Wells
Anti-spam Software	Trend	Maidstone
Asset Management	In House	Maidstone
Asset Management		Tunbridge Wells
Asset Management	Infotech	Swale
Audit Software	IDEA	Maidstone
Audit Software	Team Mate	Maidstone
Audit Software	Team Mate	Swale
Audit Software	Team Mate	Tunbridge Wells
Auto call distribution (ACD)	Call Manager	Maidstone
Auto call distribution (ACD)	Hi Path Pro	Tunbridge Wells
Auto call distribution (ACD)	Call Plus	Swale
Backups	ArcServe	Maidstone
Backups	ArcServe	Tunbridge Wells
Backups	Backup Exec	Swale
BACS	BACS	Tunbridge Wells
BACS	BACS	Swale
BACS	BACS	Maidstone
Building Control		Swale
Building Control	APAS	Maidstone
Building Control	Uniform	Tunbridge Wells
Burials and Crematoria	BACAS	Swale
Burials and Crematoria	BACAS	Maidstone
Burials and Crematoria		Tunbridge Wells

04/04/2012

Category	Product	Site
Car Park Administration	Parking Office for Windows	Swale
Car Park Administration	Parking Office for Windows	Maidstone
Car Park Administration	Parking Office for Windows	Tunbridge Wells
Cash Receipting	AIM	Maidstone
Cash Receipting	Radius ICON	Tunbridge Wells
Cash Receipting		Swale
Collaboration Software	Sharepoint	Maidstone
Collaboration Software	Sharepoint	Tunbridge Wells
Collaboration Software	Sharepoint	Swale
Commercial Property Management	Estateman	Maidstone
Commercial Property Management	Uniform	Tunbridge Wells
Commercial Property Management		Swale
Committee Papers System	Modern.gov	Maidstone
Committee Papers System		Swale
Committee Papers System	Modern.gov	Tunbridge Wells
Concessional Fares/Travel	Faredeal	Maidstone
Concessional Fares/Travel	?	Tunbridge Wells
Concessional Fares/Travel	?	Swale
Content Management System (CMS)	Immediacy	Tunbridge Wells
Content Management System (CMS)	Immediacy	Maidstone
Content Management System (CMS)	Silverstripe CMS	Swale
Council Tax	Academy	Maidstone
Council Tax	Academy	Tunbridge Wells
Council Tax	Academy	Swale

04/04/2012

Category	Product	Site
Customer Relationship Management (CRM)	Front Office	Maidstone
Customer Relationship Management (CRM)	Front Office	Swale
Customer Relationship Management (CRM)	Frontline	Tunbridge Wells
Development Control	APAS	Maidstone
Development Control	Headway	Swale
Development Control	Uniform	Tunbridge Wells
EDMS - Document Imaging	Anite@Work	Maidstone
EDMS - Document Imaging	R/KYV	Tunbridge Wells
EDMS - Document Management	IDOX	Tunbridge Wells
EDMS - Document Management	W2	Swale
EDMS - Document Management	Active Document	Swale
E-Forms	Frontline	Tunbridge Wells
E-Forms	?	Maidstone
E-Forms	?	Swale
E-Learning	Ivy Learning Management System	Maidstone
E-Learning	Ivy Learning Management System	Swale
E-Learning	Ivy Learning Management System	Tunbridge Wells
Electoral Registration	Eros	Swale
Electoral Registration	SEMS	Tunbridge Wells
Electoral Registration	SEMS	Maidstone
Email System	Exchange	Maidstone
Email System	Exchange	Swale
Email System	Exchange	Tunbridge Wells

04/04/2012

Category	Product	Site
Environmental Health / Trading standards	M3	Swale
Environmental Health / Trading standards	MVM/M3	Maidstone
Environmental Health / Trading standards	Uniform	Tunbridge Wells
E-Payments	Capita	Maidstone
E-Payments	Radius ICON	Tunbridge Wells
E-Payments		Swale
E-Procurement	@Ukplc	Maidstone
E-Procurement	e financials	Tunbridge Wells
E-Procurement		Swale
Finance	Agresso	Swale
Finance	eFinancials	Tunbridge Wells
Finance	I-Point	Maidstone
Finance	Paybase	Maidstone
Finance	Agresso	Maidstone
Fraud Management	Fraud Detection	Swale
Fraud Management		Tunbridge Wells
Fraud Management		Maidstone
GIS	ArcGIS	Tunbridge Wells
GIS	MapInfo	Maidstone
GIS	MapInfo	Swale
GIS	MapX	Maidstone
Grounds Maintenance	Front Office	Maidstone
Grounds Maintenance		Tunbridge Wells
Grounds Maintenance		Swale

04/04/2012

Category	Product	Site
Housing and Council Tax Benefit	Academy	Maidstone
Housing and Council Tax Benefit	Academy	Swale
Housing and Council Tax Benefit	Academy	Tunbridge Wells
Housing Stock Management	Northgate Housing	Swale
Housing Stock Management		Maidstone
Housing Stock Management		Tunbridge Wells
Income Management	Axis	Maidstone
Income Management		Tunbridge Wells
Income Management		Swale
IT Help Desk	In House	Maidstone
IT Help Desk	Richmond SupportDesk	Swale
IT Help Desk	Sharepoint	Tunbridge Wells
Land and Property Gazetteer	iManage/ iExchange	Maidstone
Land and Property Gazetteer	Uniform	Tunbridge Wells
Land and Property Gazetteer		Swale
Land Charges	Swift	Maidstone
Land Charges	Swift	Swale
Land Charges	Uniform	Tunbridge Wells
Licensing	LicenseFLO	Swale
Licensing	Uniform	Maidstone
Licensing	Uniform	Tunbridge Wells
Network Monitoring	What'supgold	Maidstone
Network Monitoring	Solar winds	Tunbridge Wells
Network Monitoring		Swale
NNDR	Academy	Maidstone
NNDR	Academy	Tunbridge Wells
NNDR	Academy	Swale

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Category	Product	Site
Office System	Microsoft Office	Maidstone
Office System	Microsoft Office	Swale
Office System	Microsoft Office	Tunbridge Wells
Payroll	CARVEL	Tunbridge Wells
Payroll	ITrent	Swale
Payroll	ITrent	Maidstone
Performance Management	Covalent	Swale
Performance Management	Covalent	Tunbridge Wells
Performance Management	Covalent	Maidstone
Personnel	CARVEL	Tunbridge Wells
Personnel	ITrent	Swale
Personnel	ITrent	Maidstone
Printing	CANON	Tunbridge Wells
Printing		Swale
Printing		Maidstone
Private Sector Housing	Academy	Maidstone
Private Sector Housing		Swale
Private Sector Housing		Tunbridge Wells
Refuse Collection and Recycling	Front Office	Maidstone
Refuse Collection and Recycling		Tunbridge Wells
Refuse Collection and Recycling		Swale
Remote Access/Remote Working	Juniper	Maidstone
Remote Access/Remote Working	Juniper	Swale
Remote Access/Remote Working	Juniper	Tunbridge Wells

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Category	Product	Site
Server Monitoring	OpenManage	Maidstone
Server Monitoring		Swale
Server Monitoring		Tunbridge Wells
Service Management	Landesk	Maidstone
Service Management		Swale
Service Management		Tunbridge Wells
Survey Analysis Software		Tunbridge Wells
Survey Analysis Software		Swale
Survey Analysis Software		Maidstone
Theatre Booking	BOX Office	Tunbridge Wells
Theatre Booking		Swale
Theatre Booking	Databox	Maidstone
Theatre Booking	Leisure Flex	Maidstone
Virus Scanning	Mailcontrol	Swale
Virus Scanning	Neatsuite	Tunbridge Wells
Virus Scanning	Neatsuite	Maidstone
Virus Scanning	Officescan	Swale
Virus Scanning	Serverprotect	Swale
Voice infrastructure, e.g. PBX, VoIP etc	Call Manager	Maidstone
Voice infrastructure, e.g. PBX, VoIP etc		Swale
Voice infrastructure, e.g. PBX, VoIP etc		Tunbridge Wells

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Category	Product	Site
Web/Internet Content Filtering	Barracuda Web Filter	Swale
Web/Internet Content Filtering	Web Security SaaS	Swale
Web/Internet Content Filtering	WebSense	Maidstone
Web/Internet Content Filtering	trend	Tunbridge Wells
Workflow	Active Workflow	Swale
Workflow	Protos	Maidstone
Workflow	Sharepoint	Maidstone
Workflow	Protos	Tunbridge Wells