



Information Communication Technology (ICT) Minimum Service Standards

(Version 9.1)

For the Period: June 2023 – December 2024

CONTENTS

1.	INTRODUCTION	3
2.	SERVICE CATEGORIES	3
3.	SERVICE CATALOGUE - SERVICE LINES AND SERVICE STANDARDS	4
4.	SEVERITY LEVELS	8
5.	METRICS DRIVING THE COST OF ICT SERVICE PROVISION (ALLOCATION METRICS)	9
6.	DEFINITIONS	10
7.	SERVICE LINES AND SERVICE STANDARDS – DETAILS	11
7.1	End User Services.....	11
7.2	Application / Development / administration Support	13
7.3	Data Centre Services	14
7.4	Communication Services	15
7.5	Project Management	16
7.6	ICT Relationship and Service Level Management Services.....	16
8.	INFORMATION SECURITY SERVICES	17
8.1	Data Centre Services	18
9.	TRAINING	19
10.	ESCALATION PROCEDURE	19
11.	USER OBLIGATIONS	21

1. INTRODUCTION

This service offering document highlights the core service and Minimum Service Standards provided by ICT Services and encapsulates the minimum service standards that the department can commit to in proportion to the current staff and infrastructure resources available.

ICT Services follows best practices as outlined by the IT Infrastructure Library (ITIL) framework in order to implement Service Level Management. This framework is the most widely used and accepted approach to IT Service Management by many companies worldwide.

The content of this document will be reviewed every 18 months by the Deputy Director: ICT Service Delivery and amendments will be made accordingly. Discussion workshops are arranged during the review period with ICT Services staff. The revised document will be sent to the ICT Committee for input and approval.

2. SERVICE CATEGORIES

The service offering seeks to clearly document the services ICT Services provides and the quality level at which those services are to be delivered.

The services are categorised into eight different areas:

End-User Support Services – Provide Nelson Mandela University users of ICT services a single point of contact (Service Desk) for their ICT requirements and provide effective support in their use of ICT services.

Learning Management System Support and Maintenance – The use of technology should be a normal part of mainstream teaching and learning provision, processes and practices; Blended Learning's purpose is to promote all facets of teaching and learning with technology.

Information Systems Development – Business analysis, Development, support, maintenance, recommendations and enhancement of line of business, teaching and learning, and web applications at the Nelson Mandela University.

Data Centre Services – The management of campus-wide data centres where Nelson Mandela University business applications run in a secure, controlled environment.

Communication Services – Management of voice, video and data communications (includes mobile phones, conferencing and wide and local-area networking).

Project Management – Assists the Nelson Mandela University to deliver important business-focused technology initiatives on time and within budget (includes Identification, Definition, Management and Implementation aspects). Major ICT projects are administered through ICT Services.

ICT Strategic Relationship and Service Level Management Services – Ensures that ICT services are delivered in accordance with the service levels agreed with the user community.

Align ICT's strategies with those of the Nelson Mandela University, to ensure maximum business value. Ensures the overall performance of the ICT function in terms of cost and quality.

Information Security Services – The implementation and management of various physical, technical and operational security controls to ensure the confidentiality, integrity and availability of Nelson Mandela University information and systems. Security controls are considered by ensuring a balance is maintained between security, usability and cost as well as the risk level it addresses.

Training - Provide Nelson Mandela University users of ICT systems a facility to request training on the ICT systems available.

3. SERVICE CATALOGUE - SERVICE LINES AND SERVICE STANDARDS

Service Line	Service Offering	Allocation Metrics
End-User Support Services	ICT Service Desk <ul style="list-style-type: none"> - Single Point of Contact (SPOC) for all ICT related services and issues - Incident/Request logging to call closure - 1st and 2nd line support - Walk-in student & staff support 	<ul style="list-style-type: none"> - No of service desk calls - No of first call resolutions - No of calls breached - No of unacknowledged calls - Feedback of Satisfaction survey
	ICT Student Support <ul style="list-style-type: none"> - Application Support - Student lab image creation - Internet monitoring and management - Print and File Services - Student Counter Facilities - Network connectivity - 24hour computer labs - Student IT Support Centres (SITS) 	<ul style="list-style-type: none"> - No of student requests - No of student devices - No of images printed - No of payments per category received - No of Lab devices image - Volume of bandwidth consumed
	End-user technical support <ul style="list-style-type: none"> - PC Hardware, software, network and peripheral installation, replacement, maintenance, management and support (Staff / General Computer Labs) - 3rd Party Hardware Repairs - Remote Site support - Voicemail support - Meal Management System support - Nelson Mandela University contract staff loan PC management - Mobile support - Classroom technology support - Audio Visual 	<ul style="list-style-type: none"> - No of PCs, laptops, printers and peripherals - No of computer labs - No of staff - No of students - No of service desk calls - No of service desk resolutions - No of allocated calls resolved in time - No of printouts - No of Scanned pages - No of copied pages
	Standardised Software Supported and Provided <ul style="list-style-type: none"> - Operating Systems (MS & MAC) - Microsoft 365 - Campus licensed software - Departmental software (Support only) - Adobe Acrobat DC - ITS - Infoslips - Software License Procurement 	<ul style="list-style-type: none"> - No of PCs - No of Std Applications - No of Microsoft 365 Licenses
	Integrated Media Support <ul style="list-style-type: none"> - Videography <ul style="list-style-type: none"> - Events Management - Studio Recordings - Online Webinars - Pre-recordings - Video Editing - Video streaming (live and on-demand) 	<ul style="list-style-type: none"> - No of recorded University events - Streams - Live Events - No of videos produced
	End-user facility management <ul style="list-style-type: none"> - ICT Facilities Management - Computer Lab Facility Planning - Computer Replacements, Relocations and new Allocations. 	<ul style="list-style-type: none"> - No of new installations, relocations - No of 5 yr old PCs, laptops - Lab utilisation stats - 5yr replacement budget
	Imaging and Reprographics Services <p>Imaging</p> <ul style="list-style-type: none"> - Imaging centralised services and support - Imaging and Reprographics management - Staff Imaging reports 	<ul style="list-style-type: none"> - No of MFD's, printers, scanners, copiers - Available online imaging Reports

Service Line	Service Offering	Allocation Metrics
	<ul style="list-style-type: none"> ○ Imaging charging service ○ Print Services <p>Reprographics Services</p> <ul style="list-style-type: none"> - High volume digital photocopying - Colour photocopying - Offline finishing - Typesetting and Artwork Design 	<ul style="list-style-type: none"> - No of Reprographics requests
	<p>Public area display</p> <ul style="list-style-type: none"> - System configuration support - Content creation <p>User support</p>	<ul style="list-style-type: none"> - No of systems & displays - No of pages - No of service desk calls
	<p>Technology Centre</p> <p>Copy Shop</p> <ul style="list-style-type: none"> - High volume digital photocopying - Colour photocopying - Offline finishing (Binding, laminating, punching, stapling) - Large format colour printing (Plotter) - Private printing (internal and external) - University Outsourced printing (internal requests) - Typesetting and Artwork Design <p>SITS Centre</p> <p>Sales – Laptops, Computer consumables (Flash drives, memory cards, wireless mouse, universal chargers ect.)</p> <p>Services</p> <ul style="list-style-type: none"> - Troubleshooting faulty devices - VPN, Wireless Connection/ Email Setup - Virus Check, Anti-virus installation, Anti-virus Update - Software Installation - System Restore – windows - Guarantees on all Student Device Initiative equipment 	<ul style="list-style-type: none"> - No of print jobs - No of copies - No of Sales - No of Sales
	<p>IT Inventory Management</p> <ul style="list-style-type: none"> - Hardware (Servers, PCs, laptops, printers) - Network (Switches, routers, wireless access points) - Software - Configuration Management Information 	<ul style="list-style-type: none"> - No of assets per category - No of replacements planned
	<p>Email and messaging</p> <ul style="list-style-type: none"> - Student mail maintenance and Staff Mail account creation and maintenance - Bulk SMS support for Staff - Staff Unified Communications (UC) 	<ul style="list-style-type: none"> - No of email accounts - No of enabled staff accounts - Email bandwidth consumption - No of UC enabled users
	<p>User Authentication and Access</p> <ul style="list-style-type: none"> - Student and Staff Network account administration - ITS System user Account Administration 	<ul style="list-style-type: none"> - No of email accounts - No of user accounts - No of ITS user accounts - No of new requests for access - No of change requests to Access
	<p>Ad-Hoc Service Requests</p>	<ul style="list-style-type: none"> - No of ad-hoc service request
	<p>Learning Management System Support and Maintenance</p>	<p>Learning Management System Support and Maintenance</p> <ul style="list-style-type: none"> - Learning Management System (LMS) support (Moodle & Blended Learning) - Module creation and maintenance - Testing and installation of plugins - Patch maintenance

Service Line	Service Offering	Allocation Metrics
	System upgrades	
Systems Training	Training - Training on ICT systems	- No of CRM cases - No of bookings
Information Systems Development	Business and Systems Analysis - Business Process Management - Business Process Improvement	- No of user accounts in the relevant application - No of stakeholders - No of processes analysed per year - No of users in Business Areas
	Application support, maintenance & administration - System Configuration - System User Support - System User Training - System Patch Maintenance - System Program Transfers - Program Fixes - Database support - System upgrades - Other Applications	- No of ITS user accounts in the relevant application - No of service desk calls - No of change requests - No of systems - No of patches
	Application Enhancements & New Developments - System Enhancements - System Development and Support - Development of 3rd Party Applications - Web Services Development and Enhancements - Database Administration and Support - Database Administration and Support - 3rd Party Application support - Mobile web services	- Based on the volume, duration and complexity of the requests - No of software programs - No of projects - No of service desk calls - No of programmes added to mobile app.
	Web Services support and maintenance - Web-based education support systems - Web server system administration - System Patch Maintenance - System upgrades	- No of change requests - No of web parts development
Communications Services	- Voice and Telephony - Voice (Usage & Support) - Voice (Moves, Adds, Changes) - Telephony user training - Voice Hardware Maintenance - Telephony System accounting and administration - RightFax (RightFax has been retired 2022), Bulk SMS, VOIP support, - Contact Centre System - Telephone installation and support - Monthly department voice call reports and Administration of call budgets per user (TMS+ CBS) - Administration of direct routing on MS Teams per user	- No of voice devices - Call minutes used - Cost of telephony service
	WAN data services - Remote Site Connectivity - Internet Connectivity - VPN facilities LAN data services - Wireless services - Network infrastructure management - Wired services	- No of users - No of client devices - No of network points - No of network devices - Distance between sites - WAN bandwidth - Backbone bandwidth - Internet bandwidth
	Hardware Maintenance	

Service Line	Service Offering	Allocation Metrics
	<ul style="list-style-type: none"> - 3rd party contract management - Incl. Switches, routers, wireless AP's, firewalls <p>Network Systems Management</p> <ul style="list-style-type: none"> - Monitoring WAN/LAN links, network hardware, core services - Disaster Recovery Plan/Services - Change Management - Incident Management 	
<p style="text-align: center;">Data Centre Services</p>	<p>Data Centre Infrastructure</p> <p>Enterprise Systems Management</p> <ul style="list-style-type: none"> - Server support - Storage & Backup System support - Systems Administration and Architecture - Licensing Server Support - Patch Management - File Services - Server Monitoring and Reporting - Server Operating System support - Data Centre Hardware Maintenance - Disaster Recovery Plan/Services - Change Management - Incident Management - Application Hosting and Support - Database Administration & Support - Enterprise Content Management (document management, imaging, records management, workflow) - ERP System Administration 	<ul style="list-style-type: none"> - No of users - No of systems - No of servers - Availability - Storage and Compute Capacity
<p style="text-align: center;">Projects</p>	<p>Project Definition</p> <p>Project Implementation</p> <p>Project Management</p> <p>Project Delivery</p>	<ul style="list-style-type: none"> - Project's actual cost and time - No and size of projects - No of completed projects
<p style="text-align: center;">ICT Strategic Relationship and Service Level Management Services</p>	<p>Service Level Management</p> <ul style="list-style-type: none"> - Contract and SLA management - 3rd Party Management (Underpinning contracts) <p>Compliance Management</p> <p>Infrastructure Planning</p> <p>ICT Facilities Management</p> <p>ICT Leadership, Governance and Stakeholder Engagement</p> <p>Strategic Planning and Performance Management</p> <p>Quality & Risk Management</p> <p>Program Management</p> <p>Report Management</p> <p>ICT Financial Management, Budgeting and Planning</p> <p>Maintenance Contract Management</p> <p>Capacity and Availability Management and Planning</p> <p>Resource levelling between projects</p> <p>Service Continuity Management</p> <p>Business & Technology Advice</p> <p>Business Process Management</p> <p>Business Process Improvement</p>	<ul style="list-style-type: none"> - No of users - No of ICT staff - OPEX and CAPEX budget - resources - No of service contracts - No of reports

Service Line	Service Offering	Allocation Metrics
Information Security Services	<ul style="list-style-type: none"> - Anti-Virus Management and Administration - Patches and Updates Management - Email Protection against Phishing, Spam and Malware - Firewall Protection against External Threats - Backups and Recovery of Core Systems - Information Security Awareness for staff and students - Updated ICT Policies, Procedures and Guidelines - Disaster Recovery Plans on Core Systems - CCTV Surveillance of High-Risk Areas - Access Controlled to High-Risk Areas 	<ul style="list-style-type: none"> - No of virus - No of patches rolled out - No of email threats blocked - No of external threats blocked - No of recoveries completed - No of awareness emails and courses presented - ICT policies, procedures and guidelines versions - DRP versions and testing schedules - No of cameras installed - No of access control installed

4. SEVERITY LEVELS

In order to provide a cost-effective ICT service, it is necessary to prioritise the demands that are made on the Nelson Mandela University ICT Services department according to the impact on the Nelson Mandela University. The following table provides a mapping between the level of impact an incident has on the Nelson Mandela University and the severity with which it will be attended to by the ICT Services Department.

Severity Level	Impact
1 (High) Escalates on 4 working hours	The entire Nelson Mandela University is affected. A core process/service (e.g. registration) is not operating. Learning is severely disrupted. A service for an entire campus or building/department is down.
2 Escalates on 8 working hours	A user is not able to do their main job function and no work-around is available
3 Escalates on 24 working hours	A user is not able to do a component of their job and no work-around is available
4 Escalates on 5 working days	A user is not able to do a component of their job but the problem is minor or a workaround exists
5 Escalates on 10 working days	Service Request
6 (Low) Escalates on 20 working days	Pre-arranged Service Request

5. METRICS DRIVING THE COST OF ICT SERVICE PROVISION (ALLOCATION METRICS)

Changes in the following high-level factors will influence the cost of provision of ICT services. For some factors (e.g. PCs and Laptops, Number of Supported Sites, etc.) there is a direct influence. For other factors (e.g. Number of Employees, Number of Students) the impact on costs is more indirect. Changes in these metrics can be used for justifying budget and headcount increases. It is important to note that new systems or special developments may require a budget from user departments.

Metric	Baseline Quantity (2020 Figures)	Baseline Quantity (2021 Figures)	Baseline Quantity (2022) Figures
PCs (Staff)	1954	1795	
Laptops (Staff)	2110	2235	
PCs (Labs Student)	2954	2976	
Laptops (Labs Students)	86	203	
Printers & Multi-Function Devices (MFD's)	435	467	
Basic Users (AD)	36112	35973	
Messaging Users (staff) including general mailboxes	4915	5992	
Messaging Users (Student)	30198	39938	
ITS Active Users (Excluding all staff using the iEnablers)	2325	2413	
Number of Project Requests (incl on hold, excl declined)	84	121	
Number of Projects Completed	12	17	
Number of SharePoint Module Sites (active)	4527	3332	
Number of MS Teams sites (active)	2630	5165	
Number of Moodle module sites	8235	7129	
Public area displays	92	95	
Amount of displays	20	23	
Amount of systems	2	2	
Amount of pages	70	70	
Number of ITS software programs / modules maintained	2425	2454	
Telephones – Fixed	3590	3495	3695
Number of Unified Messaging users	380	646	403
Number of RightFax clients	1005	1011	750
Number of Bulk SMS clients	162	166	174
Number of network points	14255	14255	
Number of Servers	490	460	
Number of network devices (switches, routers, AP's and firewalls)	2314	2314	
Number of Staff incl Nelson Mandela University contract staff	5847	5559	
Number of Students (incl off campus)	29345	30120	
Number of Supported Campuses	7	7	7

Metric	Baseline Quantity (2020 Figures)	Baseline Quantity (2021 Figures)	Baseline Quantity (2022) Figures
Total number of Student Labs	110	180	
North Campus	61	70	
South Campus	74	76	
Addo	1	1	
2nd Avenue Campus	11	11	
Missionvale Campus	23	23	
George Campus	12	10	
Birdstreet Campus	1	1	
Ocean Science Campus	1	1	
Average Number of PC/Laptops per Support Technician			
North Campus – 7 technicians	448	377	
South Campus – 8 technicians	509	454	
2nd Avenue Campus – 2 technicians	416	397	
Missionvale Campus – 2 technicians	440	345	
George Campus – 1 technicians	234	552	
Percentage of First Call Resolution at Service Desk for year	53%	51%	
Average Number of Service Desk requests/Calls per Month	3548	4542	
Percentage of Telephone calls abandoned at Service Desk for Year	27%	31%	
Number of Reprographics requests	3326	1627	
Average Daily Internet Traffic in GB	3902.10	3902.10	
Average Daily Unique Internet Users	13731	13731	
Number of Microsoft Updates released via update services	18171	477	
Number of managed Analog CCTV cameras	544	544	
Number of managed IP CCTV cameras	762	795	
Number of Keymaster access control readers	98	98	
Number of SALTO access control readers	781	1296	
Number of Biometric readers	47	64	
Number of Video Productions	-	-	
Number of digital classrooms - 9 Support staff	250	275	
Training sessions	2	26	

6. DEFINITIONS

Administrative Year

The Administrative Year is defined as the period that the Nelson Mandela University is fully operational. It will include academic holidays but will exclude all weekends, public and Nelson Mandela University holidays as well as the Nelson Mandela University's defined "shutdown Dec/Jan" period.

Availability

The time that the services are agreed to be available minus the scheduled downtime is expressed as a %. (Excluding acts of God, power outages, declared disasters or any other reason or events beyond the control of ICT Services (e.g. 3rd party underpinning contracts)).

Working Hours

Working Hours is defined as the period from 8:00 to 16:30 unless otherwise specified.

Assignee

The person who is assigned by the Service Desk to resolve a call.

Devices

Can include PCs, laptops, netbooks, mini-pc's, tablets, printers, plotters, scanners, cell phones, telephones, switches, routers, servers.

Best Effort

This means the relevant responsible people will be contacted and if they are reasonably able to attend to the matter they will.

Core Process / Service

Includes Registration, ITS, Email, Voice, Internet, Network, LMS, Sharepoint, Public website

7. SERVICE LINES AND SERVICE STANDARDS – DETAILS

7.1 END-USER SERVICES

The purpose of End User Services is to deliver a Single Point of Contact (SPOC) within the Nelson Mandela University ICT function for all the institution's authorised users. End-User Services encompasses the following primary services:

ICT Service Desk (SPOC) and Student Support:

- A single point of contact for all day-to-day IT service requests and incidents. First and Second line support is also provided by the Service Desk.

End-User Technical Support Services:

- Install, repair and maintenance for desktops, Laptops, Mini-pc's and File & Print Services. For tablets and cell phones basic setup are covered here.

End-User Facility Management Services:

- Full life-cycle management of end-user devices. This includes evaluation, purchasing, asset tracking, implementation of technology refreshment cycles (5 year CAPEX PC/Laptop replacement plan) and imaging services across the Nelson Mandela University.

Directory Services (authentication and authorisation):

- Administration and support services for directory services.

Messaging and Email:

- Administration and support services for corporate messaging and email platforms.

END-USER SERVICES	
ICT Service Desk (SPOC) & Student Support	
Coverage Period	Service Desk 07:30 to 16:30, Monday to Friday, during the "Administrative" year Student Counter 08:00 to 16:30, Monday to Friday, during the "Administrative" year

END-USER SERVICES	
Availability during disruptions caused by protest or Disaster	Limited 1 st line support for cases logged via telephone, Mailbox and the self-help portal.
Avg. Time To Answer	80 % of telephone calls answered in less than 10 seconds
Resolved at Service Desk	40 % of calls resolved at the Service Desk (Minimum)
Customer Satisfaction	90 % Satisfactory (based on the Call Closure Survey)
End-User Technical Support Resolution	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year
Severity 1	80% restored within 4 working hours
Severity 2	80% restored within 8 working hours
Severity 3	80% restored within 3 working days
Severity 4	80% restored within 5 working days
Severity 5	80% restored within 10 working days
Severity 6	80% restored within 20 working days
Hardware Maintenance	<p>Repair or replace faulty items with equivalent / better spec if ICT CAPEX equipment is funded by council funds, incl PC’s, servers, printers, plotters, scanners, laptops.</p> <p>Laptop and wireless mouse maintenance do not cover battery replacements. All maintenance costs relating to discretionary funded items (ie. laptops, pc and tablets) must be covered from the same funding source</p>
PC, Laptop, Installations	New equipment installation is complete within 8 working hours from the start of installation to completion.
Multi-Function Devices (MFD’s) and printers	New equipment installation is complete within 16 working hours from the start of installation to completion.
Computer Laboratory Installations	Installation completed by the start of term subject to software/licensing availability. Ad-hoc requests to load additional software (redump PCs) – 10 working days is required.
Meal management hardware support (after hours excl student holiday periods)	<p>After hours standby support from 6.00 - 8.00 and from 16.30 – 19.00 from Monday to Friday</p> <p>After hours standby support from 6.00 - 19.00 from Saturday to Sunday</p>
End User Facility Management	
PC / Laptop Replacement	Minimum replacement every 5 years by end of June of that year (Subject to budget approval and capital budget guidelines)
Learning Management System Support	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year

END-USER SERVICES	
Service Outside Coverage Period	Public and Nelson Mandela University Holidays, Administrative Shutdown and After Hours: Only Severity1 on a “Best Effort” basis only
Scheduled Maintenance Periods (as required)	Every Wednesday during the Administrative year between 21.00 and 6.00 with at least 1 working days’ notice Urgent Data Centre Maintenance - As required Approved via Change Management Process
Imaging Support	
Coverage Period	07:30 to 16:30, Monday to Friday, during the “Administrative” year
Reprographics Support	
Coverage Period	07:30 to 16:00, Monday to Friday, during the “Administrative” year
Copy Shop and SITS Centre Support	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year
Directory Services (authentication and authorisation)	
Availability	98% (Measured on 24x7x365 clock)
New Accounts	80% within 2 working days of receiving request (Staff and Registered Students)
ITS Access/ Rights	80% within 5 working days of receiving change request via email
Messaging and Email	
Availability	As per Service Providers (Microsoft 365)
New Mailboxes	80% within 2 working days of receiving request (Staff and Registered Students)
Mailbox Size	As determined by Service Provider per staff/student account (100GB)
Mail Delivery Time	90% of total messages delivered within 1 working hour (on-premise) As per Service Providers

7.2 APPLICATION / DEVELOPMENT / ADMINISTRATION SUPPORT

The application support service covers the ITS system, teaching, learning, web systems and various other applications. The following primary services are included:

Business and Systems Analysis

- **Business and Systems Analysis:** Analysing, designing and implementing new business mechanisms with the aid of technology to improve the efficiency and the effectiveness of the business.
- **Business Process Support:** Providing advice, guidance and support for the business processes.

Application Development, Maintenance and Support

- **Break-Fix:** An application is not operating correctly. The problem needs to be identified, analysed and resolved.
- **Regular Maintenance:** Covers steps that must be performed on a regular basis in order to ensure that the application continues to run. These include upgrades, patches, user accounts, monitoring, database management, etc.
- **3rd Party Support:** ICT will support 3rd party applications where there is an agreement between ICT and the department using the software.

Development of new systems

Enhancements

- Design and Implementation of new software to support the Business Processes.
- Changes to an application to support a new business requirement.

INFORMATION SYSTEMS DEVELOPMENT	
Incident Management / Support and Maintenance	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year
Service Outside Coverage Period	Public and Nelson Mandela University Holidays, Administrative Shutdown and After Hours: Only Severity 1 on a “Best Effort” basis only
Severity 1	80% restored within 4 working hours
Severity 2	80% restored within 8 working hours
Severity 3	80% restored within 3 working days
Severity 4	80% restored within 5 working days
Severity 5	80% restored within 10 working days
Severity 6	80% restored within 20 working days
Scheduled Maintenance	Regularly; Approved via Change Management Processes
Enhancements / Development	
Scheduling	Approved via Change Management Processes
Prioritisation	Agreed between Nelson Mandela University business users and ICT Services

7.3 DATA CENTRE SERVICES

The Data Centre Services cover the institutions' various computer rooms. The service includes the operational management of the infrastructure and site facilities. Also included are monitoring tools and support and maintenance of the data centres. The service covers development, test and live systems.

DATA CENTRE SERVICES	
Incident Management/Support and Maintenance	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year
Service Outside Coverage Period	Public and Nelson Mandela University Holidays, Administrative Shutdown and After Hours: Only Severity 1 on a “Best Effort” basis only
Scheduled Maintenance Periods (as required)	ITS - Every Wednesday during the Administrative year between 19:00 and 06:00 with at least 1 working days’ notice Urgent Data Centre Maintenance - As required Approved via Change Management Process

DATA CENTRE SERVICES	
File Services	Cloud for staff and students (OneDrive) 1TB
Severity 1	80% restored within 4 working hours
Severity 2	80% restored within 8 working hours
Severity 3	80% restored within 3 working days
Severity 4	80% restored within 5 working days
Severity 5	80% restored within 10 working days
Severity 6	80% restored within 20 working days
Disaster Recovery	Less than 72 hours (24x7x365 clock) for core services Data on network drives (Students and Staff) recoverable up to a maximum of 3 months Email messages (Staff and Students) recoverable as per service provider Note – Approved DRP's overrides above
Total Annual Availability	98% within working hours measured over a moving 365 day period

7.4 COMMUNICATION SERVICES

The physical infrastructure necessary to enable effective electronic communication within and beyond the institution is supported by the Communication Services. This infrastructure encompasses voice, data and video facilities under the control of ICT Services. Service levels or services not under control of ICT Services such as Telkom lines, overseas databases and internet links cannot be guaranteed.

The following primary services are included:

Voice (Usage and Support)

- **Fixed:** IP Telephony, PABX, Voice over IP, Voicemail, Video Conferencing and Collaboration

Voice (Moves, Adds, Changes and Training)

Telephony Administration

Voice Hardware Maintenance

Rightfax(retired), Bulk SMS Support, Contact Centre System

WAN Services

LAN Services

Hardware Maintenance

Network Systems Management

COMMUNICATION SERVICES	
Incident Management/Support and Maintenance	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year
Service Outside Coverage Period	Public and Nelson Mandela University Holidays, Administrative Shutdown and After Hours: Only Severity 1 on a “Best Effort” basis only
Severity 1	80% restored within 4 working hours
Severity 2	80% restored within 8 working hours

COMMUNICATION SERVICES	
Incident Management/Support and Maintenance	
Severity 3	80% restored within 3 working days
Severity 4	80% restored within 5 working days
Severity 5	80% restored within 10 working days
Severity 6	80% restored within 20 working days
Communication Equipment Installations / Relocations	Telecommunications equipment – 5 working days’ notice is required (if > 5 units) Network Points – 10 working days’ notice is required (1 or > units) pending: <ul style="list-style-type: none"> - 3rd party availability for quoting - budget availability - switch port capacity - the timeliness of the Nelson Mandela University procurement process
Scheduled Maintenance Periods (as required)	The first week of every month during the Administrative year between 05:00 and 06:00 with at least 1 working days’ notice Urgent Maintenance - As required Approved via Change Management Process
Total annual availability	98% within working hours measured over a moving 365 day period

7.5 PROJECT MANAGEMENT

ICT Services provides project/program management service to the Nelson Mandela University for its ICT-related projects. There are three primary components:

Definition: Analysing options, scoping solutions and providing recommendations.

Delivery: Project Management of the implementation

Programme Management: Managing the Institution’s IT project needs

The success of a project is measured in terms of on-time and on-budget rendering of the deliverables agreed in the Project Initiation Document, on a per-project basis.

7.6 ICT RELATIONSHIP AND SERVICE LEVEL MANAGEMENT SERVICES

The relationship management function covers the services necessary to provide the interface between ICT Services on the one side and the Nelson Mandela University and its users on the other. The primary objective is to ensure that ICT Services supports the strategic objectives of the Nelson Mandela University efficiently and cost-effectively.

The ICT Management Services strive to ensure alignment between the business and IT strategies. Also included is the overall management of the IT organisation, including IT strategy definition, vendor management, financial management, people management, etc. ICT Services strives towards adhering to and implementing international IT standards i.e. ITIL and CobIT.

Service Level Management within ICT Services will ensure that the quality of service (actual performance) and the way the users perceive the ICT Services performance is closely related. An escalation procedure is in place to mitigate the breaching of any of the service standards. Regular review meetings and management reporting will provide a mechanism for the creation of Service Improvements.

Call Closure Surveys have been implemented to rate the ICT services and the professionalism of the assignee who attended to the call. On call closure, the user will receive an email with a link to the survey (completion of

the survey is optional). The reporting of this survey will add further input into the overall Service Level Management process.

8. INFORMATION SECURITY SERVICES

The Information Security Section is responsible for the management and coordination of all Information Security efforts, including maintaining security policies, procedures and guidelines and driving Information Security awareness. The Information Security Section is also responsible for the evaluation, development, designing, implementing, administering, and maintenance of information and systems security.

The following primary services are included:

Anti-Virus Management and Administration – Ensuring that all managed devices connected to Nelson Mandela University resources are adequately protected from malware.

Patches and Updates Management – Ensuring that all managed devices connected to Nelson Mandela University resources are up to date with the latest security and critical patch levels.

Email Protection against Phishing, Spam and Malware – Ensuring that all emails sent and received as well as the email resources are protected from known phishing attacks, spam, bad urls and malware.

Firewall Protection against External Threats – Ensuring that all known external threats do not enter the Nelson Mandela University environment.

Backups and Recovery of Core Systems – Ensuring that all managed devices are backed up as per the backup strategy which allows for a quick and efficient recovery of critical business information.

Information Security Awareness for Staff and Students – Ensuring that the Nelson Mandela University community is regularly made aware of possible threats that could jeopardize the confidentiality, integrity and availability of Nelson Mandela University’s information.

Updated ICT Policies, Procedures and Guidelines – Ensuring that all ICT policies, procedures and guidelines are up-to-date to ensure all current threat factors are addressed as per the ICT Management team’s vision.

Disaster Recovery Plans on Core Systems – Ensuring that all critical systems have up-to-date DRP that will counterattack the potential impact of natural or man-made disasters.

CCTV Surveillance of High-Risk Areas – Ensuring that all high-risk areas are protected by surveillance equipment.

Access Controlled to High-Risk Areas – Ensuring that access to all high-risk areas is protected by access control equipment.

APPLICATION / DEVELOPMENT SUPPORT	
Incident Management / Support and Maintenance	
Coverage Period	08:00 to 16:30, Monday to Friday, during the “Administrative” year
Service Outside Coverage Period	Public and Nelson Mandela University Holidays, Administrative Shutdown and After Hours: Only Severity 1 on a “Best Effort” basis only.
Severity 1	80% restored within 4 working hours
Severity 2	80% restored within 8 working hours

APPLICATION / DEVELOPMENT SUPPORT	
Incident Management / Support and Maintenance	
Severity 3	80% restored within 3 working days
Severity 4	80% restored within 5 working days
Severity 5	80% restored within 10 working days
Severity 6	80% restored within 20 working days
Scheduled Maintenance	Regularly; Approved via Change Management Processes
Disaster Recovery	Refer to Individual DRP, Section titled 'Business Impact of Failure of the System' and 'Conditions for Activation'

8.1 DATA CENTRE SERVICES

The Data Centre Services cover the institutions' various computer rooms. The service includes the operational management of the infrastructure and site facilities. Also included are monitoring tools and support and maintenance of the data centres. The service covers development, test and live systems.

DATA CENTRE SERVICES	
Incident Management/Support and Maintenance	
Coverage Period	08:00 to 16:30, Monday to Friday, during the "Administrative" year
Service Outside Coverage Period	Public and Nelson Mandela University Holidays, Administrative Shutdown and After Hours: Only Severity 1 on a "Best Effort" basis only
Scheduled Maintenance Periods (as required)	ITS - Every Wednesday during the Administrative year between 19:00 and 06:00 with at least 1 working days' notice Urgent Data Centre Maintenance - As required Approved via Change Management Process
File Services	Cloud for staff and students (OneDrive) 1TB
Severity 1	80% restored within 4 working hours
Severity 2	80% restored within 8 working hours
Severity 3	80% restored within 3 working days
Severity 4	80% restored within 5 working days
Severity 5	80% restored within 10 working days
Severity 6	80% restored within 20 working days
Disaster Recovery	Less than 72 hours (24x7x365 clock) for core services Data on network drives (Students and Staff) recoverable up to a maximum of 3 months Email messages (Staff and Students) recoverable as per service provider Note – Approved DRP's overrides above
Total Annual Availability	98% within working hours measured over a moving 365 day period

9. TRAINING

Provide Nelson Mandela University users of ICT systems a facility to request training on the ICT systems available.

10. ESCALATION PROCEDURE

Table 8.1 below indicates the Escalation / Severity Matrix which indicates which line manager should be notified when there is a need to escalate an issue or incident that has been logged at the ICT Service Desk. The severity dictates the escalation time required before the escalation is actioned.

The Escalation process starts with a warning via e-mail to the assignee. The call will further escalate (from highest-1 to lowest-6) faster/slower to top/middle/lower management depending on the severity level.

A status warning will be displayed in the Service Level Component in the Service Desk System for the assignee and will progress from status: OK, Warning (close to breach), Past Due (service breached) until the call is closed.

Table 8.2 indicates the people responsible for reacting to the escalation. The nature of the service (Service Name) and the severity dictates to which level of management the call will escalate to. An automated process has been implemented in the Service Desk System to escalate to a specific person depending on the severity level of a call for a particular service.

Note calls that are placed in pending do not follow the escalation procedure until they are taken out of pending. Typically calls placed in pending would be under the following conditions:

- User on extended leave
- Assignee waiting for equipment from supplier
- Assignee prevented from closing the call due to circumstances beyond their control
- Assignee instructed by the user to only complete call by a certain date that exceeds 20 working days

This escalation procedure is only valid for calls logged at the ICT Service Desk. It excludes projects which will escalate through the project management process if the project is lodged at the PMO.

Escalation	Success	Warning Teams Message	Breach Teams Message	2nd Teams Message	3rd Email	Repeat Email
Escalate To	no escalations	Assigned User	Assigned User, Line manager	Assigned User, Line manager, Dep. Manager	Assigned User, Line manager, Dep. Manager, Dep Director	Assigned User, Line manager, Dep. Manager, Dep Director
Escalate When	no escalations	Escalate at (SLA Duration-(Breach Time*0.33))	Escalate on breach	Escalate at (SLA Duration+(Breach Time*0.33))	Escalate at (SLA Duration+(Breach Time*0.66))	Repeat every (SLA Duration+(Breach Time*0.33))
Escalate While	no escalations	Case not resolved				
Dont escalate when	no escalations	Case resolved before warning time reached	Case resolved before breach time reached	Case resolved before 2nd escalation occurs	Case resolved before 3rd escalation occurs	Case resolved before 2nd escalation occurs

Severity Level	Measure	Warning	Breach	2nd Escalation	3rd Escalation	Repeat
Level 1	Hours	2,7	4	5,3	6,6	1,3
Level 2	Hours	5,4	8	10,6	13,3	2,6
Level 3	Days	2,0	3	4,0	5,0	1,0
Level 4	Days	3,4	5	6,7	8,3	1,7
Level 5	Days	6,7	10	13,3	16,6	3,3
Level 6	Days	14,1	21	27,9	34,9	6,9

11. USER OBLIGATIONS

In order for ICT Services to meet the obligations as specified in this document, there are certain obligations to be met from the user's side:

- Become familiar with the ICT policies and procedures:
General ICT Policy #901.01 **Ge**
Information Security Policy #901 Point 12
ICT Procedures and Guidelines and Information Security Awareness Portal
Provision of Reprographics Services #905.01
Printing and Imaging Policy
- Log all ICT related calls at the ICT Service Desk (**ext. 3000**), or email your request to **Helpdesk@Mandela.ac.za** or log request online **https://staffrequests.mandela.ac.za/**
- For those users making use of their own private devices on campuses please make use of the general self-help guides provided via the following page ICT & HR Helpdesk. If after following the general self-help guides provided by ICT Services you are still unsuccessful and require assistance please visit the ICT Copy Shop and all SITS centres. All services at the Copy Shop as well as SITS Centres are available at a set fee even if the device is being used for work purposes. Only University barcoded devices can be referred via the ICT Helpdesk for assistance at no cost.
- Staff to maintain their email boxes and keep the size within stated limits
- Staff to use One-Drive for all data files.
- **Staff responsible for backup of critical files on their hard drives (c: drive)**
- Every user is responsible for taking reasonable steps to protect and to promote the wise use of the ICT resources of the Nelson Mandela University
- **Become familiar with standard Nelson Mandela University software packages**
- Managers to manage printing/copying usage for departments using online reports
- Staff to notify ICT Service Desk of any office movements and telephone name changes (incl new staff members) per extension by completing the ICT Services Application form available from **http://webapps.mandela.ac.za/helpdesk**
- Become familiar with the **Safety and Health Policy #902** of the Nelson Mandela University as they may hinder or delay the delivery of certain services. Users must familiarize themselves with the Budget Guidelines applicable for the current year, with specific reference to PC/Laptop replacements
- Attend Web Content Management System training if responsible for maintaining an official Nelson Mandela University website.