ITS Enterprise Systems Service Charter

February 2013

An ANU Enterprise System is defined as a software package that supports business processes, information flows, reporting and data analytics across the enterprise. It is not critical that ITS is the business owner of such a system - adherence to this charter is the key to the successful operation of an Enterprise System.

The roles and responsibilities for all key stakeholders are outlined in a template at Appendix A. A register of all Tier 1 and Tier 2 Enterprise Systems shall be maintained by ITS.

There are three tiers of ANU Enterprise System:

**Tier 1 (T1):**
- Authoritative source of information across the ANU
- Critical to business process
- Allows the ANU to meet statutory reporting requirements
- Supports a high risk activity which is core to the ANU, e.g. compliance, teaching

**Tier 2 (T2):**
- Data stored in the system requires controls around it (e.g. to ensure security of data)
- Although the system may be critical to its local area, the effect of its failure on the ANU as a whole is not critical

**Tier 3 (T3):**
- Everything else

**Enterprise Systems currently tracked by ITS**

**Tier 1:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Business Owner</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARIES</td>
<td>DVC-R</td>
<td>The ANU Research Information Enterprise System—ARIES—is used to manage the research activities and outputs across the university.</td>
</tr>
<tr>
<td>Central Records System</td>
<td>University Records</td>
<td>Central Records System (CRS) is a Records Management System.</td>
</tr>
<tr>
<td>Financial Management System</td>
<td>F&amp;BS</td>
<td>The Financial Management System includes ES Financials and OneStop Receipting System.</td>
</tr>
<tr>
<td>Human Resources System</td>
<td>HRD</td>
<td>The Human Resources Management System (HRMS) includes the HR &amp; Student Administration System and HR Online Remote User Services (HORUS).</td>
</tr>
<tr>
<td>Student</td>
<td>Student</td>
<td>The Student Administration System is the HR &amp; Student Administration System.</td>
</tr>
</tbody>
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Administration System | Services | Administration System and Interactive Student Information Service (ISIS).
---|---|---
Service Desk System | ITS | All students and staff with an ANU UID can search the knowledge base, make and manage IT support requests.
Timetable | Student Services | Timetable is the Academic Timetabling Service System. It includes a website where readers can locate timetable and room availability information and an administrative side for staff to manage timetables.
Wattle | DVC-A | Web Access for Teaching, Learning and Education—Wattle—is the University’s online Learning Management System.

**Tier 2:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Business Owner</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>APOLLO</td>
<td>ITS</td>
<td>ANU Polling Online—APOLLO—enables staff and postgraduate students to create and conduct web-based online polls, surveys, ballots, exams or forms. APOLLO has tools and reports that allow you to analyse poll results (including exports to SPSS).</td>
</tr>
<tr>
<td>Billboard</td>
<td>MO</td>
<td><strong>Billboard</strong> is the online repository for ANU events, notices and classifieds.</td>
</tr>
<tr>
<td>Squiz</td>
<td>ITS</td>
<td><strong>Squiz</strong> is the Content Management System (CMS) supported by ITS to enable ANU users to manage static web content.</td>
</tr>
<tr>
<td>Funnelback</td>
<td>Funnelback</td>
<td><strong>Funnelback</strong> is an externally hosted solution for searching ANU public web content. Anything that appears in the <a href="#">ANU A-Z directory</a> or linked to it will be crawled on a weekly basis by Funnelback.</td>
</tr>
<tr>
<td>iMIS</td>
<td>P&amp;SS</td>
<td>The <strong>Integrated Management Information System</strong> (iMIS) provides a platform for comprehensive and integrated performance management across the University’s business areas.</td>
</tr>
<tr>
<td>Integrated Library Management System</td>
<td>Library</td>
<td>Integrated Library Management System—ILMS—is the system used to manage Library operations. It contains the <a href="#">ANU Library catalogue</a> and modules used by Library staff to manage operations.</td>
</tr>
<tr>
<td>Maximo</td>
<td>F&amp;S</td>
<td><strong>Maximo</strong> is the University’s Facilities Maintenance and Services System.</td>
</tr>
<tr>
<td>Parking and Parking Infringements Systems</td>
<td>F&amp;S</td>
<td>These systems are used to manage parking permits, fines and notices.</td>
</tr>
<tr>
<td>Raiser’s Edge</td>
<td>Alumni Relations and Philanthropy</td>
<td>Raiser’s Edge is the central database for ANU Endowment and Alumni relations. It comes with a set of tools and reports that allow users to query the database to find alumni associated with specific areas of the University and to record ongoing correspondence with them.</td>
</tr>
</tbody>
</table>

**Phases**

Once an ANU Enterprise System is approved by the University Information and Communications Technology Committee (UICT), it passes through two phases:
1. Project: The ITS Project Office manages the development of a new ANU Enterprise System until it is delivered. Oversight for this phase is provided by a Project Management Group (PMG), which is established by the UICT when approves funding for the system to be developed.

2. Production: Once the system receives approval from the PMG, responsibility for its operation passes to the Business Owner (BO) and their Embedded Support Team (EST). A Steering Committee is then established by the BO to manage:
   a. User issues
   b. Enhancement requests
   c. Identification of major new initiatives

3. Existing systems which are not currently classified as an Enterprise System can apply to the UICT for formal classification as an ANU Enterprise System.

Governance

The Information Systems Planning Advisory Committee (ISPAC) is responsible for providing oversight and guidance for ANU Enterprise Systems; and also to report to the UICT on behalf of all ES owners, in terms of road-mapping future requirements and their concomitant funding proposals.

Glossary

**Hosting** – Hosting of the service refers to the management of the underlying hardware supporting the application. This definition covers: dedicated equipment locally supported at the ANU; virtual infrastructure at the ANU; or externally cloud based infrastructure.

**Capacity Planning** – This covers the planning for sufficient storage and server performance to meet the service level required for the Enterprise System

**Disaster Recovery Planning (DR)** – This covers the strategy and the planning required to recover the Enterprise System to operational status resulting from fault in hardware/software or data loss.

**Backup/Archive** – This is the copying of data onto either tape or disk that allows the recovery of data, software and configuration/customisations. The number, frequency and longevity of these will be determined by the Governance arrangements of the Enterprise System.

**Business Continuity Planning (BCP)** – This is the strategy and planning required by the local area to deliver the service in the event that the Enterprise System is unavailable.

**Asset Management** – This is the strategy to manage the lifecycle of the equipment or software associated with an Enterprise System.

**Change Management** – This covers the agreed process for managing downtime, software patching and installation of enhancements as well as the communications surrounding these changes.

**Training** – This is functional training on the use of the application and any associated documentation required.
**System Administration** – This refers to the daily management and configuration of the software and the hardware to run the Enterprise System.

**Contract Management** – This covers vendor relationship management, monitoring of the contract for compliance and subsequent contract negotiations after the initial contract has been signed.

**Application Support** – This is the support processes required to assist users of the system. It is a tiered model with basic enquiries handled by level 1 up to the top level, level 4 which covers vendor support for complex technical or functional issues.

**Performance Monitoring** – Monitoring the end user experience and responsiveness of the Enterprise System.

**Application Monitoring** - Monitoring of the software, hardware and network used by the Enterprise System.

**Policy** – This covers any policy related to the use of the enterpise system

**Access Procedures** – This covers the procedures for enabling and removing individuals right to use the system

**Security** – This covers the ICT related security procedures and mitigations against risks identified in the Enterprise System risk analysis.

**Operational Cost** – This covers the cost of maintenance on the software, standard patching, hardware, networks and system administration staff required to maintain the Enterprise System.

**Incremental Cost** – The costs associated with increasing licencing or expanding capacity for improved performance. Incremental costs will typically have a flow on effect and will often cause a review of operational costs for the following year.

**Upgrade Costs** – This covers the costs associated with a project to enhance the functionality of the system in a significant way. i.e. Addition of new modules or major system refresh

**Operational Procedures** – These are the procedures put in place to cover functional operation of the Enterprise System by users.

**System Documentation** - These are the procedures and documentation used by System Administration staff to install, configure and monitor the Enterprise System.
Appendix A: Template for ANU Enterprise System documentation

Enterprise System Name e.g. ARIES

Governance group – e.g. ERMS Steering Committee
Business Owner – e.g. Deputy Vice-Chancellor (Research)
Embedded Support Team – e.g. Office of Research Excellence, Research Services Division

<table>
<thead>
<tr>
<th>Roles and Responsibilities</th>
<th>ITS</th>
<th>BO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of contract with supplier</td>
<td>Communication of requests to supplier</td>
<td>Specification of business requirements</td>
</tr>
<tr>
<td>Systems admin support with supplier</td>
<td>Delivery of requested enhancements/bug fixes within an adequate time frame</td>
<td>Maintenance of relevant ANU Policy</td>
</tr>
<tr>
<td>Server space</td>
<td></td>
<td>EST</td>
</tr>
<tr>
<td>Integration with other relevant ANU Enterprise Systems in accordance with the ANU Enterprise Architecture</td>
<td></td>
<td>End user training and support, including user documentation</td>
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Classification – ANU Enterprise System Tier 1