



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

DIGITAL SOLUTIONS

SERVICE CATALOGUE

(INCLUDING SERVICE MANAGEMENT STANDARDS)



Digital Solutions

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1. Introduction

This service catalogue describes the services provided by Digital Solutions (DS) to individual Staff, Faculties, Schools, and Central Service Units at Victoria University of Wellington (VUW).

DS is the in-house information technology service provider for Victoria University. DS supplies proactive and reactive technology support services and is backed up by external service providers through support maintenance agreements.

DS is committed to helping customers achieve their objective using appropriate technologies. To achieve this, DS has adopted a partnering approach to its customer relationships. This is based on:

- An open and constructive communication style.
- A commitment to, and promotion of, a customer service ethos.
- A proactive and shared approach to problem solving.
- Ensuring each partner understands their roles and responsibilities in relation to this agreement.

1.1 Scope of Services

Service Category	Description
Core IT Services	The provision of IT services to all VUW staff through the delivery of DS' core functions. The services are enabled on the creation of a staff user account or through request to the DS Service Desk.
Application Delivery Services	The provision of services for the delivery and management of VUW applications. The services range from infrastructure hosting through to application support.
Project Services	The provision of services for the management of digital projects within the University's Digital Roadmap. The services range from project management through to solution analysis and acquisition.
Research Services	The provision of services for the storage, processing and analysis of research data. There are a variety of computational options available
Teaching Services	The provision of audio visual (AV), lectures recording and teaching space design services in support of VUW teaching and learning requirements.
Creative Media	The provision of a photo, video, and animation service to support VUW teaching and learning requirements, producing printed material for Central Service Units, archiving of digital media and loaning of equipment.

2. Management of Services

2.1 Overview

All contact with DS regarding services described in this catalogue, will be through the DS Service Desk for incidents and service requests. This is to ensure all issues are logged and can be reported on for performance reporting purposes and the agreed escalation and service levels can be instigated and managed.

2.2 Contact with the Service Desk

The standard business hours of the Service Desk are:

Monday to Thursday 7:30am – 8:00pm
Friday 7.30am – 5:30pm
Saturday 8:00am – 4.00pm
Sunday Closed

Service calls and requests can be logged via:

1. The Staff Service Centre - <https://www.wgtn.ac.nz/service>
2. The telephone - 463 5050; or
3. E-mail - ServiceDesk@vuw.ac.nz

The Service Desk staff are trained in call escalation and resolution processes and are aware of call priorities and key business issues.

The Service Desk will agree the priority level and nature of the call at the time calls are logged. Once logged the call priority will be communicated to all relevant parties to ensure they are aware of the level of response required.

It is expected that all staff only use approved University systems

2.3 Escalation process

Escalation contact details are provided below. Please ensure your first point of escalation is the Service Desk Manager. Each school and faculty is assigned a Service Delivery Manager to assist with new work and escalations.

Escalation point	Resource	Phone number
1	Service Desk Manager	[REDACTED]
2	Service Delivery Manager	[REDACTED]
3	Associate Director – Infrastructure & Services	[REDACTED]

3. Service Commitments

3.1 Priority Levels

Priority	Definition
Immediate	Problem/ outage affecting teaching in progress
Severity 1 - Critical	Problem or outage affecting a large group of customers (>50), business critical functions or essential services
Severity 2 - Urgent	Customer cannot perform normal business function due to problem, or customer needs assistance to complete time sensitive task.
Severity 3 - High	Customer is significantly inconvenienced by an issue but can work around it until resolved
Service Request	Customer requests a service.

Resolution time is the time taken from logging a call in the request tracking system, to the restoration of the service.

3.2 Service Levels

During Business Hours - DS will achieve the following service levels.

Measure	Immediate	Critical	Urgent	High	Service Request
Resolution Time	Immediately	2 hours	4 hours	3 days	7 days
Percentage Met	100%	90%	90%	90%	90%

3.3 Service Availability

DS aims to provide a high level of service availability (99.5%) with no planned outages during business hours. Most services are available after hours (outside core business hours), however, only severity 1- critical calls (as defined above) are supported after hours.)

DS is required to update and maintain services on a regular basis during planned **maintenance windows** which may impact service availability. The agreed change windows for this work are:

- Tuesday & Thursdays 5.00am – 7.00am
- Sunday 6.00am – 10.00am

4. Summary of Services

The following table lists each service under the six service categories, along with the customers that can access each service.

Service	Customers	
	Staff (incl. post grads & Ventures staff)	Faculty/ CSUs/ Ventures
Core Services		
Account Management	✓	
Office 365 Suite (Email, OneDrive Teams, SharePoint etc)	✓	
Desktop Services (Incl. Hardware & SOEs)	✓	
Client Software	✓	
Printing Services	✓	
Mobiles Devices & Connections	✓	
Training	✓	
Internet Access	✓	
Wireless and Network Services	✓	
Remote Access Services	✓	
Mailing List Administration	✓	
IT Procurement	✓	
Application Delivery Services		
Hosted Services (Sys Admin, DBA, Storage)		✓
Application Integration		✓
Application Development		✓
Application Support (incl.SaaS Management)		✓
Project Services		
Project Management		✓
Service Design		✓
Business Analysis		✓
Solution Analysis & Acquisition		✓
Research Services		
Research Storage	✓	
High Performance Computing	✓	
Grid Computing (Condor)	✓	
Analytics Software	✓	
Teaching Services		
AV Services and Support (incl meeting rooms)	✓	
Lecture Capture Support	✓	
AV Teaching Space Design		✓
Creative Media Services		
Photographic Services	✓	✓
Creative Media Production	✓	✓
Equipment Loan	✓	✓
Digital Media Archive	✓	✓

5. Service Description

ACCOUNT MANAGEMENT

This service provides access to the VUW computer network and applications. Access is provided through the creation of a “user account” which operates through a unique username and password. The service includes:

- Creation of a unique user account
- Access to specialist VUW platforms and applications
- Creation of teaching accounts for staff access to student systems

NOTE

Multi-factor authentication is now mandatory on all VUW user accounts. Because of this, passwords will not expire or need to be changed periodically anymore.

DESKTOP SERVICES

This service provides desktop computing support to all VUW staff, including:

- Deployment of desktop hardware and the Standard Operating Environment (Microsoft, Apple, and Linux)
- Desk side technical support for desktop hardware and the Standard Operating Environment.
- Relocation of desktop computing

NOTE:

The Desktop Services not provided by DS are:

- Support for desktop computing not following the DS purchasing policy.
- Support for desktop computing outside the SOE

MICROSOFT 365

This service provides all staff with the Microsoft Office 365 productivity apps accessible in the cloud or by installing on Desktops, Apple Macs, tablets, and phones. The available apps include:

- Email and calendaring
- One Drive cloud storage
- Word, Excel, and PowerPoint
- Teams’ collaboration tool
- SharePoint and many more

NOTE:

Staff can also access a copy of the M365 suite for their personal computing needs.

CLIENT SOFTWARE

DS provides access to a wide variety of enterprise client software accessible through the VUW Software Centre. Examples of this software are:

- Tortoise – Source code version management tool
- Audacity – Open-source audio editing software
- Minecraft Education Edition – game-based learning tool

NOTE: As DS holds enterprise licenses for this software there is no charge to access the software

PRINTING SERVICES

This service provides all staff with printing services. This includes:

- Access to a Follow-Me Multi-Functional-Device (MFD) to print, copy and scan from
- Mono and colour printing
- A4 and A3 printing
- Toner replacement

NOTE: Printing is charged at a per page rate and is the cost of the Faculty/School/CSU

MOBILE DEVICES & CONNECTIONS

Digital Solutions operates preferred supplier agreements with mobile providers.

Mobile devices can be purchased directly from the supplier. We have an agreement with [PB Tech](#) which provides discounted pricing and free shipping for university staff members.

Digital Solutions manage contracts with the three major mobile network providers for staff mobile connections. Staff can request new mobile phone connections by completing the [online request form](#)

TRAINING

This service provides one-on-one and group training in the use of digital tools. The specific training provided includes:

- Digital induction - an introduction in the use of key workplace technologies
- M365 Office suite
- Adobe Sign - utilising eSignature capability within documents
- AIMS & SICR - CRM applications.
- Qualtrics – enterprise surveying tool

NOTE: The training can be done online or in person

INTERNET ACCESS

This service provides all staff and students with high-speed internet access. This includes:

- Access through all modern web browsers
- Access to the world wide web through high-speed internet access
- Filtering of objectionable web sites and material
- Firewalling for security management
- Domain registration and management

WIRELESS And NETWORK SERVICES

This service provides all staff with fast and secure network connectivity to the VUW network and the Internet. Connection is through either:

- **Wireless Network** – wireless connectivity to the VUW LAN in all locations on VUW campuses for both VUW and personally owned laptops.
- **Fixed line Network** – Access to the VUW Local Area Network (LAN) through connection to the fixed line network.

NOTE:

Only Digital Solutions or approved staff may connect equipment to the VUW network.

REMOTE ACCESS SERVICES

This service enables remote access to the VUW network through either a VUW or privately owned computer. This service is provided through either:

- Virtual Private Network (VPN) with VUW supplied VPN client software
- Cloud based access into Microsoft 365 Suite through browser.
- Microsoft Terminal Services for access to specialised software

MAILING LIST ADMINISTRATION

This service provides users with access to the Mailman Application to set up and maintain mailing lists. Services include:

- User account administration for the Mailman application
- Hosting, systems management, and application support for the Mailman application
- Back-up and restoration of mailing list data

LOAN DEVICE SERVICE

DS manages a fleet of laptops for use by schools and CSUs in emergencies. Laptops are the university standard model: the Dell Latitude 5430. There is no charge for this service, but a cost centre is required in case the device isn't returned. To borrow a loan device, contact your Service Delivery Manager

IT PROCUREMENT

This service manages the purchasing of all VUW computing equipment and software. Services include:

- Hardware and software purchasing including all desktop PCs, Mac's, printers, and network equipment.
- Procuring specialist IT support requirements
- Managing RFQ/ RFI & RFP processes for solution discovery and acquisition
- Software licence management

NOTE:

DS procurement operates preferred supplier agreements. All hardware and software requests must be purchased through this group.

HOSTED ISERVICES

This service provides the physical housing of infrastructure in a secure environment, connected to the wider VUW technical infrastructure, and available within agreed hours. This includes tasks such as:

- Server hosting and management
- Storage management
- Systems management
- Database Administration
- Backup and recovery

INTEGRATION SERVICES

The Technology Integration service is responsible for ensuring the successful integration of data between applications and systems through the Azure Integration Platform. This includes such tasks as:

- Requirements gathering, data analysis and mapping.
- Integration architecture and design
- Building and testing
- Release and ongoing maintenance

APPLICATION DEVELOPMENT

- Understand client requirements and how they translate in application features.
- Design creative prototypes according to specifications.
- Write high quality source code to program complete applications within deadlines.
- Perform unit and integration testing before launch.
- Conduct functional and non-functional testing.
- Troubleshoot and debug applications.
- Develop technical documentation.

APPLICATION SUPPORT

This service provides support for software applications hosted in the Cloud (SaaS) and DS production environment. This includes such tasks as:

- Functional application support (answering of users “how to” questions)
- Specific VUW software and tool configuration management
- Application maintenance (implementation of patches and fixes and documentation)
- Vendor and license management
- Technical application support (2nd & 3rd level) and enhancements and upgrades.
- Report development and provision

PROJECT MANAGEMENT

The project management service is responsible for ensuring the successful completion of projects from initiation, through to implementation and project closure. This includes such tasks as:

- Ensuring that the project purpose and scope are clearly defined and understood.
- Managing overall project deliverables, milestones, budget, and resources.
- Managing and controlling issues, risk, and quality.
- Ensuring successful transition of projects to production (including training and documentation and closeout).

BUSINESS ANALYSIS

The Business Analysis service provides business analysis functions as part of a project through the ITS Project Management Framework and includes such tasks as:

- Identifying key project stakeholders and users
- Gathering requirements using interviews and workshops etc
- Process analysis and design
- Turning high-level requirements into functional requirements
- Managing changes to baselined requirements through effective change control

SERVICE DESIGN

The service design services include such tasks as:

- Problem assessment and requirements completed using human centric design practice.
- Requirements discovery and documentation completed by conducting interviews, workshops, storyboards, document analysis and process development, user stories to capture visual and interface design to understand the customers' needs.
- Define usability, quality attributes, external interfaces, and constraints.
- MVP experiments are developed to test market acceptance.

SOLUTION ANALYSIS & ACQUISITION

The solution analysis and acquisition service include such tasks as:

- Preparing documentation including requirements analysis, solution, and technical option assessment.
- Developing, issuing, and assessing RFI and RFP documents and responses
- Developing business cases recommending preferred solutions
- Managing the review of commercial agreements and documentation

RESEARCH STORAGE

The SoLAR (Storage for Learning and Research) service provides staff and students engaged in research with a secure recoverable file storage and is designed to support research-based data including:

- experimental or simulation data
- data downloaded from scientific instruments.
- research databases & collaborative works
- research related audio, video, and multimedia digital content
- backup of research data held on local or portable drives.

HIGH PERFORMANCE COMPUTING

Rāpoi is our university-wide high-performance computing (HPC) cluster that uses the Slurm resource manager to schedule jobs and reserve resources.

Rāpoi is made up of partitions. A partition is a set of compute nodes (servers) and each partition has its own configuration and hardware profile. The cluster employs the module environment to allow researchers to customise their environment with their required applications and languages.

GRID COMPUTING

Grid computing connects computing resources over a network so shared computing power can process large-scale data in hours.

The DS Condor Computing Grid uses the idle time on approximately 1000 student computers across all campuses (known as cycle stealing) to split up jobs and distribute them to individual machines. Once a job has been completed it sends the job back to the Condor Master server and compiles the results.

Jobs are run overnight when the student fleet of machines are not being used.

ANALYTICS SOFTWARE

The analytic software service comprises the provision and support of several qualitative data analysis tools including NVivo, R for Data Analysis, Stata and MATLAB. Tools are used for cleaning, inspecting, transforming, and interpreting data to support decision making and draw accurate conclusions.

AUDIO VISUAL SERVICES & SUPPORT

The provision of AV services to support teaching, learning, research, workshops, training, events, and conferences in over 250 spaces over 4 campuses. This includes:

- Responding to requests for assistance and immediate resolution of AV-IT faults in teaching rooms.
- Maintaining permanent AV-IT systems (and portable solutions) in teaching rooms and other presentation venues.
- Providing technical support for presentations, multimedia, communication, computing and audio-visual technology.

LECTURE CAPTURE SUPPORT

The provision of AV services to capture video and audio recordings of lectures, and the lesson content the lecturer is showing on their screen. Recorded lectures are usually made available through the Panopto system.

AV TEACHING SPACE DESIGN

Assistance with the design, layout, and placement of audio-visual equipment when new teaching spaces are being created. This includes microphones, speakers, cameras, and acoustic sound treatment in the room, with the intention of making the room as acoustically optimal as possible. Options may be limited by the layout and design of the room space.

PHOTOGRAPHIC SERVICES

This service provides internal clients with a wide range of photographic and digital imaging services including providing support for teaching, research, and publicity. This includes:

- High end digital and film photography
- Digital processing and manipulation
- Offline image library
- Photographic advice and technical assistance

DIGITAL MEDIA ARCHIVE

Image Services archive and store the large sized digital media that they produce, including photography, animations, and videography. This material may be used internally by central staff or may be used externally as part of marketing and promotional materials for the university.

CREATIVE MEDIA PRODUCTION

This service provides internal clients with a wide range of creative media services including providing support for teaching, research, and publicity. This includes:

- High end digital video capture
- Creation of animations and graphics
- Digital media advice and technical assistance

EQUIPMENT LOAN

Image Services provide a range of video and still camera equipment that can be loaned to staff. Equipment includes cameras, lighting, mounts and more. Staff also have access to the Image Services editing suite which they can use to edit together video. For a full and specific list of the items available, contact Image Services.