

eHealth **Queensland**

Service Level Agreement

Between:

Rural and Remote Clinical Support Unit (RRCSU)

and

eHealth Queensland

For services provided by eHealth Queensland for:

**Credentialing Hub and Database
(CHaD)**

01/07/2018 to 30/06/2019



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An electronic version of this document is available on request.

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Agreement Summary

This Agreement represents a Service Level Agreement ("SLA") between eHealth Queensland and Rural and Remote Clinical Support Unit (**RRCSU**) for IT services for the Credentialing Hub and Database (CHaD) application system:

- Datacentre facilities management
- Infrastructure and hardware management
- Service support and delivery

The objectives of this Agreement are to:

- Present a clear and measurable description of service provision and the related service fees;
- Provide clear reference to service accountability, roles and responsibilities; and
- Promote continual service improvement and the necessary level of collaboration to increase the value that CHaD returns to the business.

Effective Date

1 July 2018

Term

This Agreement supersedes any prior service agreements for CHaD and is effective until the end of the financial year unless terminated earlier according to the termination process within the SLA Head Agreement.

Periodic Review

The eHealth Queensland Service Manager is responsible for facilitating regular reviews of this document, and the delivery and reporting of the service level commitments it contains.

eHealth Queensland Service Manager: Adam Dixon


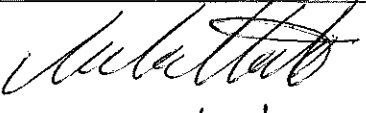
Service Review Cycle: Yearly

Amendments

Mid-term amendments to the service levels covered by this Agreement may be recorded and agreed using the form included in the Appendix A of this Agreement.

Approval

By signing this Agreement, all Approvers agree to the description of service provision and to the objectives of the agreement listed above.

Approvers	Role	Approval
Andrew Smith	eHealth Queensland Director, Digital Application Services – Shared Application Services, eHealth Queensland	 Date: 1/2/19
Garrick Peisley	Director, Digital Partnership Teams, eHealth Queensland	 Date:
Julie Hale	Executive Director, Rural and Remote Clinical Support Unit (RRCSU) Torres and Cape Hospital and Health Service	 Date: 6/2/19

Service Fees

These service fees are refreshed annually in advance based on resource allocations (assets and labour) as of September. They are calculated in advance so that the rates can be advised to customers by December, as this is the timeframe dictated as the requirement for the annual budget builds. For SQL license Software Assurance (SA) the 18/19 allocation is based on their usage on our servers in the last “map tool” report that was last run in 8th April 2018.

Underpinning Service Name	2018-19
DIS Enterprise Storage – SQL	\$707.20
DIS Virtual Hosting	\$2,965.92
DAS SAS – APPS Virtual Server Management	\$6,069.09
DAS SAS - Database SQL	\$8,894.60
SQL Licensing	\$2,430.96
Online Provisioning Service (OPS)/SNOW/SSC	Shall be costed in 2019-2020 fin. Yr.
DAS-SAS transitioning	Shall be costed in 2019-2020 fin. Yr.
DPT’s Support (based on a Fee For Service)	\$6,000.00
Grand Total	\$27,067.77 p/a

About these Fees

- These fees are charged monthly to the Business Custodian’s division.
- In alignment with financial policy, the above fees were calculated on the basis of cost recovery. Further itemisation of service costs can be provided on request.
- The cost of provisioning and supporting the core ICT network, required for the everyday use of CHaD is not included in the above fees.

Additional Charges

- Additions to the service provision during the SLA period may be chargeable via an agreed quote on a time and materials basis.

Service Environment

In-Scope Applications:	Description:
In-Scope Applications:	Credentialing Hub and Database (CHaD)
User Base Description:	Torres and Cape HHS North West HHS Central West HHS South West HHS
3rd Party Dependencies:	Microsoft Access Microsoft SQL Server SQL Database Schema developed by Vendor Dialog
Supported Instances:	Production & PAT application instances are provided under this Agreement.
Architectural Resiliency:	Architectural resiliency refers to the technical resiliency designed into the underpinning service components, encompassing server and storage infrastructures, application, database, middleware, network, and the datacentre hosting solution. CHaD is classified as: <ul style="list-style-type: none"> <input type="checkbox"/> Tier 1: High-Availability <input type="checkbox"/> Tier 2: Moderate-Resiliency <input checked="" type="checkbox"/> Tier 3: Low-Resiliency – solution is hosted on a single server
Change Management	Application maintenance will be managed by RRCSU and eHealth will be both informed and consulted to enable risks to be managed. The formal eHealth Change Management Process will be engaged as required. Requests for after-hours support to implement application changes and releases (e.g. patches, fixes, enhancements etc) may incur charges and shall be quoted for by DAS-SAS
Support Hours:	Support requests will be actioned during business hours only (M-F, 8:00 – 17:00). Underpinning infrastructure has 24x7 Enterprise support
Business Continuity environment	The Business Custodian is responsible for maintaining a BCP that describes the temporary arrangements and workarounds required to continue business processes if the CHaD system is 'unavailable'. The BCP should consider all likely risks and challenges to normal business operation and describe alternative procedures and mitigations until the system is restored.
Shared maintenance window – infrastructure	2nd Wednesday of every month between 2:00am – 6:00am Core ICT infrastructure requires preventative maintenance to reduce the risk of failures and/or poor performance of the application systems that run on it. This maintenance is usually performed in the background without any disruptions to systems. Customers will be notified in advance should downtime be required:

In-Scope Applications:	Description:
Support Hours:	<p>Support requests are supported during business hours only (M-F, 8:00 – 17:00)</p> <p>Requests for after-hours support to implement application changes and releases (e.g. patches, fixes, enhancements etc) may incur charges associated with staff overtime expenses or a Fee For Service basis e.g.:</p> <ul style="list-style-type: none"> • Dialog • DPTs <p>Core ICT infrastructure requires preventative maintenance to reduce the risk of failures and/or poor performance of the application systems that run on it. This maintenance is usually performed in the background during the time period below without any disruptions to systems. Customers will be notified in advance should downtime be required:</p> <p>2nd Wednesday of every month between 2:00am – 6:00am</p>

^ Significant amendment to any of these service components during the SLA period requires consultation and agreement.

Service Measurement

eHealth Queensland aims to deliver services for CHaD in accordance with the following quality measures. These measures are reportable, and are agreed by the business custodian to be useful for the ongoing review of eHealth Queensland's service performance.

The RRCSU (Rural and Remote Clinical Support Unit) have sponsored this application and are responsible for both end user management and service level management of the application.

Operational performance

Measurement:	Definition:	Target:
Avg Service Desk Caller Wait Time	The average time callers phoning eHealth Queensland's 1800 Service Desk wait before a support agent (person) answers their call.	< 2 mins
% Support requests resolved at first point	The percentage of CHaD incidents and service requests completed at first point by eHealth Queensland's Service Desk.	> 50%
% Incidents resolved in time	The percentage of CHaD incidents resolved within eHealth Queensland's standard SLA timeframes (Appendix B)	> 80%
Max Recovery Time Objective (RTO)	The maximum time to restore the system to a state whereby data restoration and subsequent integrity testing activities can commence	8 hours
% System Uptime	The percentage of time per reporting cycle that the system is in an available state from the host data centre(s) ¹	98%
Customer specific	Maximum time for a new user to have access to CHaD	2 business days

Qualitative measurement

In addition to reporting the statistical performance measures listed above, eHealth Queensland will also seek qualitative feedback to ensure issues affecting customer's satisfaction are recorded, and that potential service improvements are discussed.

There is no target 'score' attached to these satisfaction measures. The target is for satisfaction to trend upwards; indicating that issues are being properly discussed and addressed.

¹ The figure is calculated by using 98% expected uptime *minus* the number of unplanned system outages within that data centre

Measurement:	Description:
Satisfaction with service availability	Is the system up and accessible to users at all times?
Satisfaction with service performance	Does the speed of the system's functionality and operation support the user's work processes?
Satisfaction with service support	How responsive is eHealth Queensland when support is required by users, or when something goes wrong?
Satisfaction with IT Change and Release processes	How efficiently and effectively does eHealth Queensland facilitate system updates, patches, and enhancements to the system?
Service utility	Is the system fit for purpose and does it continue to return value to the health service areas using it?

Service Reporting

Standard reports

The measures described in the previous section will be incorporated into reporting for scheduled CHaD service review meetings. Standard reporting will include:

Perspective	Content
Service Desk Report	<ul style="list-style-type: none">• The average Service Desk 1800 caller wait-time• The percentage of requests and incidents completed at first point
Application Incidents	<ul style="list-style-type: none">• The number of Incidents logged and resolved in the period (12 month trend)• The percentage of Incidents that met the SLA resolution target
Service Requests	<ul style="list-style-type: none">• The number of end-user service requests logged and fulfilled in the period (12 month trend)
Application Availability	<ul style="list-style-type: none">• The number of unscheduled CHaD outages in the period• The number of unscheduled outages that breached the SLA Recovery Time Objective (RTO)• System uptime percentage - measured from within the host data centre• Detailed information about any unscheduled outages, including the root cause, and corrective actions taken to avoid re-occurrence
Application Change & Release	<ul style="list-style-type: none">• The number of CHaD software and/or hardware changes implemented in the period (12 month trend)• The percentage of changes that failed or were rolled back after implementation
Service Improvements Register	<ul style="list-style-type: none">• What improvement opportunities that have been opened, progressed and closed during the reporting period

Service review meetings

The eHealth Queensland Service Manager is responsible for organising quarterly service review meetings. The standard agenda will include:

- Performance exceptions identified from the above quarterly reports
- Progress updates for known errors / issues affecting the service
- Upcoming planned application and/or infrastructure changes
- New risks to service quality / service levels
- Customer satisfaction and emerging business requirements

eHealth Queensland's service review meetings are convened to foster collaboration and to improve partnerships for the continual improvement of the CHaD service, and the value it returns to the health system. Active representation from the CHaD business area is critical to this objective.

Contacts and Responsibilities

eHealth Queensland contacts

Contact Details	Role and Responsibilities
<p>Andrew Smith Director, Digital Application Services – Shared Application Services, eHealth Queensland</p> <p>P: 07 31811257 E: Andrew.Smith4@health.qld.gov.au</p>	<p>Underpinning Service Owner:</p> <ul style="list-style-type: none">• Accountable for provision of the services and performance commitments detailed within this Agreement.• Acts as a point of escalation for risks, incidents, and issues affecting the provision of underpinning services, service performance, and/or the cost of service under this Agreement.• Seeks an appropriate level of engagement and ownership from the business to ensure the ongoing business needs, and user requirements for the application are well understood.

Customer contacts

Contact Details	Role / Responsibility
<p>Gordon Mayne Senior Credentialing Officer Rural and Remote Clinical Support Unit P: 07 4226 3024 E: Gordon.Mayne@health.qld.gov.au</p>	<p>Business Custodian / Application Administrator:</p> <ul style="list-style-type: none"> • Provides a single-point of authority for the application system's usage within Queensland Health, including user requirements, functionality, and IT support levels. • Ensures the application system returns value to the business. • Identifies and communicates changes in the business environment that will affect service requirements. • Facilitates advice and consensus from key users, state-wide customers, clinical networks, reference groups and eHealth Queensland to plan the application's longterm strategy 'roadmap'. • Communicates the foreseeable requirements for system enhancement, or new rollouts, as necessary to inform eHealth Queensland's change schedule. • Provides business authorisation for the implementation of system enhancements and releases. • Provides early notification (up to 12 months) of any intention to decommission the system, terminate this Agreement, or assign business custodianship to other persons.
<p>Gordon Mayne Senior Credentialing Officer Rural and Remote Clinical Support Unit P: 07 4226 3024 E: Gordon.Mayne@health.qld.gov.au</p> <p>Isabel Hay Senior Credentialing Officer Rural and Remote Clinical Support Unit P: 07 4226 3037 E: isabel.hay@health.qld.gov.au</p>	<p>Business System Coordinator:</p> <ul style="list-style-type: none"> • May be referred to as the 'Principal User'. Has direct communication with the Business Custodian for the ongoing maintenance of business and system requirements. • Responsible for the day-to-day administration of the application in the business, and provides the primary Service Management interface for eHealth Queensland and the user-base. • Ensures Business Continuity Plans are in place to cope with planned and unplanned system outages. • Adheres to eHealth Queensland processes and procedures covering incident and service request logging, and ICT change management. • Coordinates user acceptance testing for application fixes and enhancements. • Ensures critical application maintenance requested by eHealth Queensland occurs in a timely manner. (E.g. security patching requiring an outage). • Ensures application users are trained in the correct use of the application.

Special Considerations

The following considerations have been included to identify *specific* obligations, activities, dependencies, or service components that are excluded for this Agreement.

Additional work will require quoting or a time & materials agreement.

Service Component	Special Consideration
Win10	Enterprise upgrade of all clients to Windows10 – This may require Dialog Development
MS Access	Enterprise upgrade of the application package to future versions of MS Access. This may require development effort from Dialog
Win10 – Always current	Windows 10 will be maintained via an 'always current' architecture therefore testing and validation of this application will need to be regularly performed by the Business Custodian to ensure it is fit for purpose.

Appendix A - Service Amendments Register

The following table contains the agreed amendments to the service scope or service levels during the Agreement term. Additional service levels during the SLA period may be chargeable via an agreed quote on a time and materials basis.

Date	Description	Charge If applicable	Quote Ref#	Customer Contact	Effective Date

If recurrent charges apply:

If an additional recurrent charge is applicable, the estimated recurrent costs recorded in this table will be incorporated into the base SLA service fees for the upcoming financial year. In the meantime, eHealth Queensland's costs associated with these service amendments will be recovered via fee-for-service charging and monthly journaling

Appendix B - Incident Response and Resolution Table

The following table details eHealth Queensland's standard response and resolution objectives:

Priority	Example	We will aim to respond within...	We will aim to resolve it within...		
			2 hours	4 hours	8 hours
Priority 1	An enterprise application or core infrastructure component is inaccessible to all users at a tertiary referral hospital or multiple primary hospitals, e.g. 'Email system is down'	15 mins	2 hours	4 hours	8 hours
Priority 2	An enterprise application or infrastructure is inaccessible to multiple business units at a tertiary referral hospital or to all users at a secondary referral hospital	30 mins	8 hours	10 hours	24 hours
Priority 3	An enterprise application or infrastructure is inaccessible to more than one user at a secondary referral hospital or to multiple business units at a primary hospital	8 bus hours	24 hours	32 hours	40 hours
Priority 4	An enterprise application or infrastructure is inaccessible for a single user	16 bus hours	40 hours	56 hours	80 hours

The below tables are used to determine priority assignments in service calls

Business Impact	Description
Extreme	Multiple business functions or critical patient care affected
Major	Multiple business functions or critical patient care threatened.
Moderate	Business function or health service disrupted
Minor	Business function or health service threatened.

Urgency	Description
1	User has no work alternative
2	User has short term (4 hours) alternatives
3	User has long term (1 day) alternatives
4	User has sustainable alternatives (to 1 week)

The assignment of a priority to each incident ensures that support staff can act first on the highest priority incidents as per the priority matrix.

Urgency	Business Impact			
	Extreme	Major	Moderate	Minor
1	1	1	2	3
2	1	2	2	3
3	2	2	3	4
4	2	3	4	4

- **Band 1, Band 2, and Band 3** refer to the geographical location of the Incident. In general, ICT Incidents at regional and remote sites are likely to take longer to resolve due to fewer support staff, increased travel distances and constraints posed by contracted third parties and ICT infrastructure standards.

"Response Time" is the time it takes to acknowledge a customer's issue in a non-automated way. It is measured from the time an Incident record is created, either by the customer via a SNOW self-service portal submission or by the Digital Service Centre or other support group manually creating a record, until the time that the customer is advised their problem has been received and is being addressed. The customer should be contacted either by phone or email and the Incident marked "In Progress". Specifically, Response Time is measured from the time from Incident creation until the "In Progress" status update, measured during business hours (Monday-Friday, 8:00 a.m. - 5:00 p.m.)

"Resolution Time" is the time it takes to resolve a customer's issue or answer their question. It is measured from the time an Incident record is created, either by the customer via a SNOW self-service portal submission or by the Digital Service Centre or other support group manually creating a record, until the time that the customer is advised their problem has been resolved. Specifically, Resolution Time is the time from Incident creation until the "Resolved" status update, measured during business hours (Monday-Friday, 8:00 a.m. - 5:00 p.m.)

- **After hours** – although our Digital Service Centre operates 24 hours x 7 days (365 days), 'after hours' for our second tier support areas is outside the hours of 0800-1700, Monday to Friday. Availability of second-tier support outside these times is on an on-call basis and is determined by the priority of the incident (i.e. Priority 1 & 2), and the SLA agreements that are in place. Public Holidays are also after hours for our second-tier support teams.
- **Priority** is calculation of the **Business Impact** and **Urgency** for the resolution.
 - **Business impact** is a measure of the significance of any detrimental effect of an incident on the business's ability to function normally. The degree of impact is judged by the *number of users* whose work is disrupted and the *criticality* of the work they perform.
 - **Urgency** refers to the speed with which the incident must be resolved. A high-impact incident may not need to be resolved immediately.
- **Quotable** - A change that has a material impact on the ongoing cost of the service
- **BAU** - Any work on existing servers unless identified as quotable (see Appendix D)
- **RCAP** is "Relative Capacity", this is the unit of measure used for Server Hosting and Management.
 - For Server Hosting the RCAP is the number of vCPU (for virtual) or Servers (for Physical).
 - For Server Management the RCAP is based on the server type (virtual or physical), OS version (again or current), and whether or not after-hours support is required.
 - RCAP is not comparable across environments (e.g. x86 and Unix volumes are not comparable).
- **TechCount** is an estimate of the labour effort required to support the databases used by each application.

Appendix C – DAS Application and Portfolio Services

<i>DAS Application Portfolio and Services</i>		
SLA Service Components	Service	Included
Underpinning Technical Services	Infrastructure: Virtual Hosting	X
	Infrastructure: Physical Hosting	
	Infrastructure: Citrix Hosting	
	Infrastructure: High Availability	
	Infrastructure: DMZ	
	Database: Unix Oracle Hosting	
	Database: Sybase Hosting	
	Database: SQL Hosting	X
	Database: High Availability	
	Messaging Interfaces	
	Authentication Services	X
	System Security	X
	Disaster Recovery: Planning	X
	Disaster Recovery: Testing	X
	Application Deployment: Thick Client	X
	Backup	X
	Support Manual & System Management Guide	X
Service Management	After Hours Support	
	Front line liaison and communication	
	First Level Support: Request & Incident	
	Second Level Support: Request & Incident	X
	3rd Level Support: Request & Incident	X
	Problem Management	X
	Contracts Management	
	License Management	X
	Vendor Management	
	Change Management	P
	Release Management	X
	Capacity Management	X
	System and Security Patching	X
	Systems Testing	P
	Performance Testing	
	User Group Facilitation	
	Application Training	
	Infrastructure Monitoring	X
	Business Relationship Management	X
	Application Monitoring	
SLA's and Service Reporting	X	
Service Meetings	X	
Roadmap	X	
Network Diagram	X	
Site Visits		
Fee For Service	Project Management	
	Contracts and Procurement	
	Solution Architecture Design	
	System Implementation Design	
	Systems Development	
	Test Automation	
	Security Testing	
Other Activity not specified in SLA		

<i>Legend</i>	
Service Provided	X
Partial Service Provided	P
Annual	A
Quarterly	Q
Monthly	M

Appendix D – SLA Inclusions and Exclusions

Tasks Performed by Technical Application Server Team	
Fee For Service (Not Included in SLA)	Included in SLA
<ul style="list-style-type: none"> • New server • OS upgrade • Major upgrade that requires the provisioning of temp interim servers • Project (be internally driven or Clinical Programs) • Adding a new function or capability to a system, service or customer that doesn't already have it • Modifying a system or service that has an upstream or downstream impact • Moving a system or service to another system, service or kit • Non-organic growth additional disk 	<ul style="list-style-type: none"> • Incident Management • Server administration • Organic growth for additional disk (disk and labour) • Hardware up/down spec'ing (labour) • Application upgrade • Performance monitoring and tuning • Assisting in configuring and troubleshooting application • Vulnerability and patch management • Security Patching • System backups • Assisting in troubleshooting / problem management of Wintel services • Keeping current system documentation up to date
eHealth Queensland Database Team Activities	
Fee For Service (Not Included in SLA)	Included in SLA
<ul style="list-style-type: none"> • Major upgrade that requires the provisioning of temp interim servers • Project (be internally driven or Clinical Programs) • Adding a new function or capability to a system, service or customer that doesn't already have it • Modifying a system or service that has an upstream or downstream impact • Moving a system or service to another system, service or kit • Installing/upgrading to a new version of database. Eg SQL 2014 to 2016 • Non-organic growth additional disk 	<ul style="list-style-type: none"> • Incident Management • Performance monitoring and tuning • Organic growth for additional disk (disk and labour) • Assisting in troubleshooting / Problem Management of DB Services • Advice and guidance • Vulnerability and patch management • DB Backup • DB Security • Keeping current system documentation up to date
Support Activities	
Fee For Service (Not Included in SLA)	Included in SLA
<ul style="list-style-type: none"> • RFC management for FFS activities 	<ul style="list-style-type: none"> • RFC Management for BAU activities • Attend meetings as per SLA • On-site visit • Periodic reporting as per SLA

eHealth Queensland Customer Relationship (CRM/BRM) Management Activities

Our Services

Our Customer Relationship Managers (CRMs) provide a strategic interface acting as a navigator, facilitator and connector between our Customers and eHealth Queensland. Operating as the advocate of the Customer and a representative of eHealth Queensland, the CRMs:

- Connect Customers to eHealth Queensland ICT services, products and expertise. For example: enterprise and solution architects, cyber security specialists, ICT strategists and planners and other services defined in the eHealth Queensland Business Technology Services Catalogue.
- Represent the interests of eHealth Queensland Customers by providing a conduit to raise opportunities for improvement in the delivery of ICT services.
- Contribute to shaping and monitoring eHealth Queensland services, service performance and customer satisfaction through management of a Support Service Agreement with each HHS.
- Coordinate service review meetings with nominated representative/s of each customer organisation, providing the opportunity to routinely review eHealth Queensland service performance and discuss service improvement opportunities.
- Partner with eHealth Queensland teams to manage the customer experience, monitor service delivery and identify opportunities to improve service performance.
- Facilitate Customer awareness of system-wide ICT obligations and opportunities to support transition of ICT strategy and new ICT capability into operational delivery.
- Act as a dedicated point of contact for each Customer organisation and a conduit to share and solicit information with key customer contacts.

eHealth Queensland Digital Partnership Teams

Our Services

Second level customer support ·
Onsite service and engagement ·
Onsite project delivery and support
Assist with local Business continuity planning and management
Local FFS project services
ICT Services outlined eHealth Queensland ICT Service Catalogue
ICT Services for Rural Remote HHS's provided by DPT as part of Service Catalogue

Appendix E – Sample Rate Card

The rate card below is to be used for calculating new fee for service work. It may differ from the rates used when building the budget model. May also be amended during the financial year.

Underpinning Service Portfolio	Underpinning Service Name	Cost Allocation Unit	Unit Price 2018-19	Total units allocated to Customer Services 2018-19	Total \$ Allocated 2018-19
Dedicated ICT Support Services					
Dedicated ICT Support Services	ICT Service Desk Service	ISC Service Calls	\$13.90	718,763	\$9,991,639
	Middleware	Messages	\$0.0043	583,632,362	\$2,489,408
	OPS - ICT Service Desk Service	OPS Service	\$1.40	692,097	\$967,068
	SSC Service Calls	SSC Service	\$0.26	128,199	\$32,722
ICT Infrastructure Management Services					
ICT Infrastructure Management Services	Enterprise Storage (incl. ITF)	Gigabytes	\$1.04	2,449,425	\$ 2,550,352
	Enterprise Backup	Gigabytes	\$1.04	2,845,735	\$ 2,954,691
	Citrix Virtual Server Hosting (inc	RCAP	\$3,014.28	668	\$1,754,437
	Citrix Virtual Server Management	RCAP	\$2,350.65	514	\$1,207,058
	ITF - Citrix Virtual Server Hosting	RCAP	\$4,021.77	75	\$275,771
	ITF - x86 Virtual	RCAP	\$344.83	1,880	\$ 607,503
	Unix M Series Processing	RCAP	\$628.63	2,430	\$1,527,733
	Unix M Series Processing	RCAP	\$628.63	2,430	\$1,527,733
	Unix T Series Processing	RCAP	\$288.15	1,147	\$330,579
	Unix T5 Series Processing	RCAP	\$673.18	528	\$355,438
	Windows Physical Server	RCAP	\$2,389.84	428	\$1,022,255
	x86 Virtual Server Hosting	RCAP	\$387.88	4,428	\$1,621,519
	Windows (x86) Virtual Server	RCAP	\$2,824.22	749	\$ 2,116,667
Technical Application and Database Services					
Technical Application and Database Service	Database - Oracle	TechCount	\$387.14	6,519	\$2,523,697
	Database - SQL	TechCount	\$444.73	6,461	\$2,873,423
	Database - Sybase	TechCount	\$181.69	332	\$60,310
Datacentre Hosting					
	Data Centre - Virtual	vCPU	\$21.69	10,220	\$221,710
	Data Centre - Physical	Per Rack Unit	\$349.70	14,616	\$5,111,215
Licensing costs					
	SQL Enterprise license renewal	License (covers 2	\$3,118.02	1	\$3,118
	SQL Standard license renewal	License (covers 2	\$813.10	1	\$813
	Oracle license support and	License	\$6,958.05	312	\$2,170,215

Appendix F – Glossary and Definition of Terms

Acronym	Definition
After hours	Anytime outside of a standard business day (Mon – Fri, 8:00am – 5:00pm, including public holidays)
Application Custodian	A position designated with accountability for the development, management, care and maintenance of an Application. Represents the business and individual users of an application and ensures that their needs are met through the SLA process
Application Manager	A position designated with responsibility for the day-to-day management of an Application including the planning, development, installation, configuration, maintenance and support of the Application
Business As Usual (BAU)	The normal execution of standard functional operations by a Business area
Business Continuity Plan (BCP)	Describes the temporary arrangements and workarounds required to continue business processes in the event that an application is 'down'. The BCP should consider all likely risks and challenges to normal business operation and describe alternative procedures and mitigations until the system is restored
Business Custodian	Provides a single-point of authority for the application system's usage
Business impact	A process to determine and evaluate the potential effects of an interruption to business operations
Business System Coordinator	Responsible for the day-to-day administration of the application in the business
Capacity Plan	Capacity planning of storage, computer hardware, software and connection infrastructure resources required over some future period of time
Citrix Virtual Server Hosting	Charges for hosting the virtual computing solution located at RBWH Block 7 (BK7) or Brisbane Technology Park (BTP)
Citrix Virtual Server Management	Charges for managing the virtual computing solution located at RBWH Block 7 (BK7), Brisbane Technology Park (BTP) or a regional data centre
Digital Application Services (DAS)	are accountable for the overall ICT Operations for all Enterprise Infrastructure and all designated applications
Data Centres – BK7 or BTP	RBWH - Block 7 or Brisbane Technology Park
Database – SQL	A database programmed using Structured Query Language (SQL) code
Digital Service Centre (DSC)	1800 198 175 In most cases, first point of contact regarding reporting of incidents or requests for service

Digital Partnership Teams (DPT's)	In most cases the DPT's role will be to execute the deployment of the ChaD for the user. Onsite service and additional services as engagement as outlined in the ICT Services outlined eHealth Queensland ICT
Enterprise Storage	A centralized repository for business information that provides common data management and protection
Enterprise Storage Backup	The medium that is used for storing copies and instances of backup data
Fee For Service (FFS)	A payment model where additional services required for the Business are paid for separately to the current SLA costs
Gigabyte (GB)	A <i>gigabyte</i> (GB) is a measure of computer data storage capacity that is roughly equivalent to 1 billion bytes
ICT Service Desk Service	Digital Service Centre – 1800 198 175
Incident	Any event that is not part of the standard operation of a service and that causes, or may cause, an interruption to, or a reduction in, the quality of that service
ITF - Citrix Virtual Server Hosting	Virtual computing solution hosting component in the integrated test environment (ITF)
ITF – Storage	Integrated Test Environment (ITF) storage component
ITF - Wintel Physical	Integrated Test Environment (ITF) shared Windows Physical environment
ITF - x86 Virtual Hosting	Integrated Test Environment (ITF) hosting component of a x86 processor shared virtual environment
ITF - x86 Virtual Server Hosting	Integrated Test Environment (ITF) hosting component of a x86 server shared virtual environment
Master SLA	An Agreement between eHealth Queensland and a Customer in the relation to the provision of the Applications Management Services
Middleware	Software that enables communication and management of data (JCAPS, HL7)
Office365	A Web-based Microsoft product replacing the Microsoft Office suite of products
OPS - ICT Service Desk Service	Digital Service Centre – 1800 198 175 In most cases, first point of contact regarding reporting of incidents or requests for service
OS	Operating System
Quotable	A change that has a material impact on the ongoing cost of the service
Rack Unit	A Rack is the housing for servers in the Data Centre, a typical Rack is divided in to 42 Rack Units (i.e. 42 "spaces"). 1 server could occupy 1 rack unit, or multiple, or a full Rack (e.g. the Unix M9000 are the size of a full Rack)
RCAP	Relative Capacity – the unit of measure used for server hosting and management
Resolution Time	The length of time taken to resolve an incident

Response Time	The length of time taken for a service desk to react to an incident
RTO	The maximum time to restore the system to a functioning state after a failure
Senior Applications Specialist	Team Leader of the applications support team
Service Manager	The Service Manager has overall accountability for defining the service, ensuring services meet the business need and are delivered in accordance with agreed business requirements, and managing the service lifecycle
Service Owner	A Business representative responsible for prime customer contact for all service-related enquiries and issues
SQL Server Licences - Enterprise	Structured Query Language (SQL) licences per server
Service Level Agreement (SLA)	An agreement between an IT service provider and a Business area. The SLA describes the IT service, documents service level targets, and specifies the responsibilities of the IT service and the Business are
SSC Service Calls	Self Service Centre Service Calls
Standard Business Hours	Mon – Fri, 8:00am – 5:00pm, excluding public holidays
TechCount	Estimate of labour effort required to support the databases used by each application
Technology Operations Manager	A position designated with responsibilities for the technologies required to support the Application including software technologies, hardware and network support
Urgency	Measure of the business criticality of an incident or problem based on the impact and on the business needs of the customer
vCPU	Virtual Central Processing Unit
Windows Virtual Server Management (RCAP)	Virtual computing solution hosting component
Wintel Physical Processing Enterprise - EDC	Shared Windows Physical environment
Windows10 (Win10)	The latest release of Microsoft Windows operating system.
x86 Virtual Server Hosting	Hosting component of a x86 processor shared virtual environment