Faculty Computing Unit

Service Profile

Preamble:

The Faculty Computing Unit within the Faculty of Science manages a number of research and web systems in partnership with researchers and research units within the Faculty. The partnership is one where the Faculty Computing Unit has a support role under the direction of the researcher/research unit in managing their system and to remove some of the basic system administration which they previously would have performed themselves.

The following are the base management principles employed by the Faculty computing Unit in this role.

Roles and Responsibilities:

- The researcher/research unit is the business owner of the system and maintains the ultimate responsibility for the system.
- The Faculty Computing Unit will provide support and maintain the research system to the best of its abilities under the direction of the Business owner and within UNSW IT policies.
- Where there is an issue with the way the system is maintained or the direction the Business Owner wishes to take the system, open discussions will take place so a satisfactory solution can be identified and acted upon.
- In the event that a compromise is unable to be reached the Faculty Computing Unit has the option to withdraw from the support arrangement or to change the level of support given in response to the new direction.
- The Business Owner is responsible for all costs associated with hardware and software and on-going maintenance contracts.
- Limited support will be available for any equipment which has reached its end of life.
- The Faculty Computing Unit will act in good faith and work within the following support framework.

Statement of support:

Unless agreed elsewhere the Faculty Computing Unit will:

- Provide advice where required in grant application writing, equipment selection process, tender writing and evaluation, installation and ongoing system maintenance of IT equipment.
- Maintain any system trusted into its care to be secure, well patched and functional up to the level of responsibility as agreed to with the Business owner if it is more than the base system.
- Monitor system and security alerts and provide prompt assistance when require to meet an urgent request or to resolve an issue.
- Maintain the system according to the change management principles, user access management principles and user support guidelines.

User Support:

The Faculty Computing Unit provides a wide range of support across the Faculty of Science and is available to all areas of the Faculty on an ad-hoc basis. Areas requiring on-going support are encouraged to contribute to expand/maintain the Faculty Computing Unit team so adequate resources
are available and to guarantee access to support. The support model does not assign a particular support person to an area but grants access to the whole support team so the most appropriately skilled person looks after the request/issue.

The support model is based on collaboration and sharing of limited resources across the Faculty and functions within the following framework:

- All systems shall have an owner and possibly delegates.
- Basic support will be provided along the Faculty Computing Unit’s Service profile.
- Any variations to the support model over the base model will be through negotiations.
- Requests for help and support should be lodged via the UNSW CASD service desk system.
- On receipt of a request, the request will be triaged responded to according to the current work load and impact of the issue raised.
- Where additional support personnel are required due to the number of support issues or serious impact within an area, additional staff may be brought into the area.
- Conversely where other areas of the Faculty require additional support staff, staff will be temporarily focussed on that area rather than their normal area which is currently not presenting any issues of note.
- During times of high demand resources will be allocated to maximise the security of systems and the data they contain and the benefit to the users.
- At any time an issue can be escalated to the Faculty IT Manager if there appears to be excessive delays or support issues.

**Change Management:**

Apart from standard Business as Usual Activities all requests for change adhere to the following process:

- Request for change is initiated by Business Owner, a System User, user or Faculty Computing Unit.
- The Business Owner is always informed of any request for change via email which is preferably recorded in the UNSW CASD ticket system.
- The Business Owner is made aware of the following:
  - The proposed change.
  - Any risk with the change.
  - Time to implement the change.
  - Any outage window required.
  - Roll back plan in the event of a failed change.
  - Testing required to verify and validate the change prior before and after the change.
- The Business Owner will provide:
  - Acceptance or rejection of the change.
  - An agreed time for the changed.
  - Confirmation that the change was successful.
- At the completion of the change, the Business Owner will be informed that the change has been implemented and be made aware of any issues that the change process highlighted.

**User Access**

The Business Owner is responsible for managing who has access to their system which can be governed by UNSW Zid’s or local accounts on the systems themselves.

UNSW Zid’s ensure access to systems is removed once a user is no longer at UNSW.

In supporting access control, the Faculty Computing Unit will:
• Utilise University ID used wherever possible.
• Provide access to tools such as FSAM for UNSW Active Directory group membership management for Business Owner self-management of access
• When the Business owner request the Faculty Computing Unit to manage user access on behalf of them the following will occur:
  o User accounts will be created/removed on direction of business owner or delegate via email or CASD request.
  o Data and expired accounts will only be removed after confirming with business owner via email or CASD request.
  o Provide user lists and access records as required.