|  |  |  |  |
| --- | --- | --- | --- |
| **As-a-Service Towers** | **Variant** | **Component** | |
| **Computing** | Standard Blade | Computing Unit | |
| High Availability Blade | Computing Unit | |
| Standard Server | Computing Unit | |
| Dedicated Server | Server | |
| **Infrastructure Services** | Managed hosting (central) | Equipment spot | |
| Hosting (central) | Equipment spot | |
| Managed site (remote) | Site management | |
| Managed floor space (remote) | Equipment spot management | |
| Off-site storage facilities | Floor space (m2) | |
| Disaster Recovery Facility | Floor space (m2) | |
| **Data Centre Operations** | Including scheduling | Qualified resources | |
| Excluding scheduling | Qualified resources | |
| **IT Service Continuity Management** | IT Business Consultants | Consulting hours | |
| **Mainframe Services** | z/OS Initial MIPS | MIPS | |
| z/OS Premium MIPS | MIPS | |
| z/OS Initial MIPS - NALC | MIPS | |
| z/OS Premium MIPS - NALC | MIPS | |
| z/LINUX Image | Computing Unit | |
| **Open System Services** | AIX - Physical | LPAR | |
| AIX - Virtual | LPAR | |
| LINUX - Physical | Computing Unit | |
| LINUX - Virtual | Computing Unit | |
| Wintel - Physical | Computing Unit | |
| Wintel - Virtual | Computing Unit | |
| Solaris | Computing Unit | |
| **Database Management** | Mainframe - IMS | # of D/B's | |
| Mainframe - DB2 | # of D/B's | |
| Mainframe -Datacom | # of D/B's | |
| Mainframe - Adabas | # of D/B's | |
| Unix - Oracle | # of instances / DB per instance | |
| Unix - DB2 | # of instances / DB per instance | |
| Wintel - SQL | # of instances / DB per instance | |
| Wintel - Oracle | # of instances / DB per instance | |
| **Operating System management** | Wintel | Number of devices | |
| **Enterprise Systems Management** | Wintel | Number of devices | |
| **File and Print Management** | Wintel | Storage capacity (GB) and Number of active users | |
| **Access Management** | Citrix | Number of active users | |
| Thin Client | Number of active users | |
| Active Directory | Number of active users | |
| **Storage** | SAN Tier 1 - SAN Tier n | Storage capacity (GB) | |
| NAS Tier 1 - NAS Tier n | Storage capacity (GB) | |
| **Data Protection** | BKP Tier 1 - BKP Tier n | Storage capacity (GB) | |
| **Storage Resource Management** | Mainframe | Storage and Backup Capacity (GB) | |
| Midrange | Storage and Backup Capacity (GB) | |
| Wintel | Storage and Backup Capacity (GB) | |
| **Virtual Private Network (VPN)** | VPN Access |  |
| Direct Connections |  |
| **Network Services** | Network Management |  |
| Client Premises Equipment |  |
| Technical Support |  |
| **Carrier Services** | Access Line Rentals |  |
| **Voice Services (VOIP)** | Voice / VOIP Services |  |
| **Network Data Centre Services** | Network Data Centre Services |  |
| **Internet Service Provider (ISP)** | Hosting Services |  |
| Internet Bandwidth Services |  |
| **Endpoint Protection** | Operating System Configuration |  |
| Device Lockdown | Number of active users |
| Network Configuration | Number of active users |
| Network Traffic Filtering (Personal Firewall/Host IPS) | Number of active users |
| System Integrity Protection (NAP/NAC) | Number of active users |
| Malware Protection | Number of active users |
| **Network Perimeter Protection** | Intrusion Prevention System | Number of IPS devices |
| Firewalls | Number of firewalls |
| Caching Services | Number of active users |
| Web Content Filtering | Number of internet users |
| **Logical Access Control** | Logical Access Control | Number of active users |
| **Message Security** | Email Encryption | Number of active users |
| Message Content Filtering | Number of email users |
| **Network Security Outsourcing** | Perimeter Security |  |
| Content Security |  |
| Authentication |  |
| Consulting |  |
| **Identity and Access Management** | IAM Service |  |
| **Active Directory service** | ADS Service |  |
| **End User Computing** | Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| Remote Support Services | Number of devices |
| Software Portfolio Management | Number of devices |
| Software Deployment Services | Number of devices |
| Application Management | Number of devices |
| Standard Application | Number of active users |
| Application 1 - Application n | Number of active users |
| **Messaging as a Service** | InTouchUnlimited Premium | Number of active users |
| InTouch500 Premium | Number of active users |
| InTouch250 Premium | Number of active users |
| InTouch Unlimited Classic | Number of active users |
| InTouch 500 Classic | Number of active users |
| InTouch 250 Classic | Number of active users |
| InTouch Lite | Number of active users |
| **Unified Communications** | Real Time Messaging | Number of active users |
| Instant Messaging |  |
| Audio/Video Conferencing | Number of active users |
| Live Meeting | Number of active users |
| WebEx | Number of active users |
| Conference room/fixed line conferencing | Number of video conferencing units |
| **Content Management** | Document Repository Services | Storage capacity (GB) |
| Workspace Application Service | Storage capacity (GB) |
| **Message Hygiene** | Mailbox Filtering User | Number of active users |
| **Storage Resource Management - Managed (Centralised)** | Mainframe | Storage and Backup Capacity (GB) | |
| Midrange | Storage and Backup Capacity (GB) | |
| Wintel | Storage and Backup Capacity (GB) | |
| **Storage Resource Management - Managed (Distributed)** | Mainframe | Storage and Backup Capacity (GB) | |
| Midrange | Storage and Backup Capacity (GB) | |
| Wintel | Storage and Backup Capacity (GB) | |
| **Disaster Recovery** | Once off per Professional Service Delivered |  | |
| **Core Infrastructure** | Identity and Access Management |  | |
| Desktop, Server and Device mgmt |  | |
| Security and Networking |  | |
| Data Protection and Recovery |  | |
| Collaboration |  | |
| **Business Productivity Infrastructure Optimisation** | Unified Communications |  |
| Enterprise Search |  |
| Business Intelligence |  |
| **Application Platform Optimisation** | User experience |  |
| Data Management |  |
| SOA and Business Process |  |
| Development |  |
| Business Intelligence |  |
| **Virtual Private Network (VPN)** | VPN Access |  |
| Direct Connections |  |
| **Network Services** | Network Management |  |
| Client Premises Equipment |  |
| Technical Support |  |
| **Carrier Services** | Access Line Rentals |  |
| **Voice Services (VOIP)** | Voice / VOIP Services |  |
| **Network Data Centre Services** | Network Data Centre Services |  |
| **Internet Service Provider (ISP)** | Hosting Services |  |
| Internet Bandwidth Services |  |
| **Endpoint Protection** | Operating System Configuration |  |
| Device Lockdown | Number of active users |
| Network Configuration | Number of active users |
| Network Traffic Filtering (Personal Firewall/Host IPS) | Number of active users |
| System Integrity Protection (NAP/NAC) | Number of active users |
| Malware Protection | Number of active users |
| **Network Perimeter Protection** | Intrusion Prevention System | Number of IPS devices |
| Firewalls | Number of firewalls |
| Caching Services | Number of active users |
| Web Content Filtering | Number of internet users |
| **Logical Access Control** | Logical Access Control | Number of active users |
| **Message Security** | Email Encryption | Number of active users |
| Message Content Filtering | Number of email users |
| **Network Security Outsourcing** | Perimeter Security |  |
| Content Security |  |
| Authentication |  |
| Consulting |  |
| **Identity and Access Management** | IAM Service |  |
| **Active Directory service (All inclusive)** | ADS Service |  |
| **End User Computing** | Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| Remote Support Services | Number of devices |
| Software Portfolio Management | Number of devices |
| Software Deployment Services | Number of devices |
| Application Management | Number of devices |
| Standard Application | Number of active users |
| Application 1 - Application n | Number of active users |
| **End User Computing - Support Services** | Onsite Support Services | Number of active users |
| Hardware Maintenance Services | Number of active users |
| IMAC PC / Notebook | Number of active users |
| **Messaging as a Service** | InTouchUnlimited Premium | Number of active users |
| InTouch500 Premium | Number of active users |
| InTouch250 Premium | Number of active users |
| InTouch Unlimited Classic | Number of active users |
| InTouch 500 Classic | Number of active users |
| InTouch 250 Classic | Number of active users |
| InTouch Lite | Number of active users |
| **Unified Communications as a Service** | Real Time Messaging | Number of active users |
| Instant Messaging |  |
| Audio/Video Conferencing | Number of active users |
| Live Meeting | Number of active users |
| WebEx | Number of active users |
| Conference room/fixed line conferencing | Number of video conferencing units |
| **Content Management Portals** | Document Repository Services | Storage capacity (GB) |
| Workspace Application Service | Storage capacity (GB) |
| **Message Hygiene** | Mailbox Filtering User | Number of active users |
| **Managed Exchange** | Premium + | Number of active users |
| Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| **Managed Message Hygiene** | Premium + | Number of active users |
| Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| **Managed OCS** | Premium + | Number of active users |
| Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| **Service Desk Services** | Service Support – Premium | Action or Trouble Ticket - Inbound Call / Outbound Call / Action item – Call Desk Seat |
| Service Support – Premium Plus | Action or Trouble Ticket - Inbound Call / Outbound Call / Action item – Call Desk Seat |
| **Operations Integration Service** | Moved to SAP |  |
| **Enterprise Services Management** | Moved to Microsoft |  |
| **Service Delivery Management** | Availability Management – Classic | Man Hours of Service |
| Availability Management – Premium | Man Hours of Service |
| Availability Management - Premium Plus | Man Hours of Service |
| Capacity Management – Classic | Man Hours of Service |
| Capacity Management – Premium | Man Hours of Service |
| Capacity Management - Premium Plus | Man Hours of Service |
| **Reporting** | Embedded in all Services | Number of Reports |
| **ICT Risk and Governance** | ICT Risk Management | Man Hours of Service |
| ICT Governance Management | Man Hours of Service |
| ICT Security Control | Man Hours of Service |
| ICT Emergency Management | Man Hours of Service |
| ICT Continual Service Improvement | Man Hours of Service |
| **Managed Exchange** | Premium + | Number of active users |
| Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| **Managed Message Hygiene** | Premium + | Number of active users |
| Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| **Managed OCS** | Premium + | Number of active users |
| Premium | Number of active users |
| Classic | Number of active users |
| Lite | Number of active users |
| **Service Delivery Management** | Availability Management – Classic | Man Hours of Service |
| Availability Management – Premium | Man Hours of Service |
| Availability Management - Premium Plus | Man Hours of Service |
| Capacity Management – Classic | Man Hours of Service |
| Capacity Management – Premium | Man Hours of Service |
| Capacity Management - Premium Plus | Man Hours of Service |
| **Reporting** | Embedded in all Services | Number of Reports |
| **ICT Risk and Governance** | ICT Risk Management | Man Hours of Service |
| ICT Governance Management | Man Hours of Service |
| ICT Security Control | Man Hours of Service |
| ICT Emergency Management | Man Hours of Service |
| ICT Continual Service Improvement | Man Hours of Service |