Enterprise Systems Support Principles

These Enterprise Systems Support principles define the underlying rules and guidelines for the support of all enterprise (UWA-wide) systems.

Statements of principle

These principles cover those responsibilities common across all application systems, but exclude those responsibilities where there could be variation depending on circumstances unique to that application, application owner, or support arrangements with vendors. The principles consist of a categorisation of responsibilities into four categories: those for which the application owner is solely responsible; those for which ITS is wholly responsible; those for which the application owner is responsible but where collaboration with ITS is required; and those for which ITS is responsible but where collaboration with the application owner is required.

Application owner is solely responsible

Application owners and their business units are responsible for those aspects that require a deep understanding of the application’s usage, context, or business function. This includes:

1. Analysis of a business function, to identify the need for and suitability of an application system, and to ensure that the system continues to meet that business need. This includes the development of system requirement specifications to describe the functionality required of future systems;

2. Supporting the business users of an application, providing at least “front-line” assistance to users, including training;

3. Day-to-day “housekeeping” of the system, or the action of any business-related processes and procedures required to keep the application functioning as required, such as inserting, reviewing, and updating data, where this can be done through normal application functionality. This excludes technical “housekeeping” performed by ITS at an operating system or database level;

4. Creation of application users and assigning permissions through the use of an administration interface, where this function does not compromise the security or data integrity of the application;

5. Liaison with the application’s vendor, to discuss product licensing, future enhancements, and upgrades;

6. Authorising the release of changes from non-production to production systems, but not actioning the release themselves. This will be performed by another party, either the vendor or ideally ITS.

ITS is solely responsible

ITS is responsible for aspects which are of a technical nature:

7. Implementing the application’s supporting infrastructure, including the network, server hardware, and server operating system;
8. Maintaining the application’s supporting environment and infrastructure, including network and server hardware upgrades, applying server operating system patches, and making changes to the server operating system;

9. Installation, configuration and maintenance of the application’s database, including applying patches and making changes to the database configuration, if this can be done separate to the application;

10. Configuration and monitoring of backups (server operating system, application, and database) and their restoration when necessary;

11. Design, programming, implementation and maintenance of software systems, including new user-facing interfaces and inter-system data interfaces;

12. Software standards, to be followed by all software development commissioned by University application owners;

13. Business continuity and disaster recovery planning aspects which are of a technical nature.

Application owner collaborates with ITS

Application owners are primarily responsible for initiating the following. It is stressed that for each of these issues ITS is to be engaged in a timely fashion to seek expert advice, even when implementation is to be performed by a third party such as a contractor or vendor:

14. Business continuity and disaster recovery planning;
15. Planning the system’s architecture;
16. Planning both minor and major upgrades, including managing the upgrade project.

ITS collaborates with application owner

ITS is responsible for, but will engage application owners in a timely fashion, on the following:

17. Liaison with the application’s vendor on product patches, upgrades, and technical troubleshooting, including the ability to raise Support Incidents to resolve technical issues;
18. Capacity planning;

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<td></td>
<td>Professor Alan Robson</td>
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<td>IT Policy Officer, Information Technology Services</td>
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