

IT SERVICES AGREEMENT PROCEDURES

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1. Purpose

This procedure provides guidelines for all IT service agreements entered into on behalf of the College.

2. Scope

All College students and employees who use or access APIC's technology equipment and/or services are bound by the conditions of the Procedures.

3. Definitions

Item	Definition
	NIL

4. Procedures

The following IT service agreements can be entered into on behalf of the College:

- Provision of general IT services
- Provision of network hardware and software
- Repairs and maintenance of IT equipment
- Provision of College software
- Provision of mobile phones and relevant plans
- Website design, maintenance etc.

All IT service agreements must be reviewed by the ICT Manager before the agreement is entered into. Once the agreement has been reviewed and recommendation for execution received, then the agreement must be approved by the ICT Manager.

All IT service agreements, obligations and renewals must be recorded in the ICT Service Agreement Register.

Where an IT service agreement renewal is required, in the event that the agreement is substantially unchanged from the previous agreement, then this agreement renewal can be authorised by the local Network Administrator in consultation with the ICT Manager.

Where an IT service agreement renewal is required, in the event that the agreement has substantially changed from the previous agreement, the ICT Manager will review the same before the renewal is entered into. Once the agreement has been reviewed and recommendation for execution received, then the agreement must be approved by the ICT Manager.

In the event that there is a dispute in the provision of IT services covered by an IT service agreement, it must be referred to the ICT Manager who will be responsible for the settlement of any such dispute.

5. Document Change Control

Version	Change Description	Date	Author
1.0	Place in new policy format	16 December 2016	Corinne Green