



Guideline 4.06 – ICT Help Desk

1. Application

This guideline applies to all NQBP Personnel.

2. Guideline

2.1 Overview

This guideline relates to the Help Desk support services for NQBP's Information Communication Technology (ICT) systems.

2.2 IT Help Desk Support

NQBP uses an external vendor to provide Help Desk Support for users of NQBP systems. This is an out-sourced service and is governed by a Service Level Agreement (SLA).

The SLA details:

- Equipment supported;
- Software supported;
- Support call levels;
- Call response times;
- Hours of support service;
- Reporting requirements;
- Service review process;
- Maintenance schedule;
- Hardware spare parts;
- Hardware rebuild process;
- Hardware upgrade schedule;
- Software upgrade schedule;
- Account management;
- Telephone system support;
- Disaster recovery requirements; and
- Service level performance targets.

2.3 Help Desk Triage

Help Desk support calls vary in the level of impact they have on NQBP business. Triage is the process of assessing this impact and prioritising the resolution of the issue. The Help Desk Support SLA defines the prioritisation levels relative to the impact on NQBP business continuity.

Broadly, there are three levels for Help Desk Support prioritisation:

1. Major disruption to NQBP business continuity, affecting the whole organisation e.g. System down;
2. Medium disruption to NQBP business continuity, affecting an individual NQBP site e.g. loss of access to NQBP network service; and
3. Low disruption to NQBP business continuity, affecting an individual user or small group of users e.g. failure of software or hardware.

2.4 Software Installation

The system administrator will be the only user with permission to install and remove software on NQBP server, desktop and laptop computers. Any unauthorised software will be removed

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immediately upon discovery.

2.5 Downtime

2.5.1 Planned

From time to time, NQBP systems will be unavailable because of system maintenance, upgrades or general housekeeping requirements.

IT will endeavour to advise all impacted users of the planned downtime, with sufficient notice to minimise disruption to users in performing NQBP business. The notice will advise the date, purpose, time, anticipated duration and the effect, if any, of the downtime activity on NQBP users.

2.5.2 Unplanned

Unplanned, unexpected or emergency downtime is an event that cannot be reasonably foreseen beforehand. This could be the result of a power, hardware or system failure, or a malicious attack of NQBP systems.

In the event of unplanned downtime, users will be notified by IT via any functioning communication system. Users will be advised of the:

- cause of the downtime;
- expected duration;
- potential impact to NQBP business activities;
- action being taken to remedy the situation; and
- any action required of the user.

In all events, NQBP systems will be restored as quickly as possible.

3. ICT Guideline Policy, Procedure, Standard and Legislative Framework

NQBP is a Government Owned Corporation and port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures. This procedure should be read in conjunction with:

- a. Guideline 2.02 - Intellectual Property Management;
- b. Guideline 2.03 – Privacy;
- c. Guideline 4.03 – Electronic Communication Acceptable Usage;
- d. Guideline 4.04 – ICT General;
- e. Guideline 4.05 – ICT Security;
- f. Policy 2 – Compliance;
- g. Procedure 3.09 – Bullying, Harassment and Discrimination;
- h. Standard 2.01 - Code of Conduct.

4. Guideline Review Date

This Guideline should be reviewed by 30 June 2020.

5. Definitions

Contractors: means contractors or consultants engaged by NQBP under a personal services consultancy agreement or other similar arrangements.

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880 128.

NQBP Employee: means employees and Contractors of NQBP but does not include NQBP directors.

NQBP Personnel: means NQBP officers (for example NQBP directors) and NQBP Employees.

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