
SHARED SERVICES Master Services Agreement

Between
"The Division"
And

Shared Services

1 SHARED SERVICES Master Services Agreement

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1.1 Introduction

1.1.1 Agreement

The terms and conditions as given in this Master Services Agreement, and the attached Variations to the Master Services Agreement are endorsed by both parties.

Division

Name: Manager
Signature:
Date:

Shared Services

Name: General Manager, Shared Services
Signature:
Date:

1.1.2 Purpose/Background

This document is a framework that defines the partnership between the Division and SHARED SERVICES for provision of IT services; and

a process for implementing, monitoring and reviewing the partnership.

This document includes a 'Head Agreement' that sets the framework for IT service delivery for the Division and defines the process for the on-going maintenance of this agreement. It outlines the allocation of responsibilities in the delivery of IT services and defines the working relationships between, the Division and SHARED SERVICES.

The attached documents and Service Level Agreements apply to the Business Application Services and SHARED SERVICES Core Services described and should be read in conjunction with the SHARED SERVICES Master Services Agreement, it's Variations, System Specific Agreements and any relevant SHARED SERVICES Policies and Procedures.

1.1.3 Status and Variations

- Any necessary changes to the SLA will be by mutual agreement and will be in writing as an appendix to the SLA
- A substantial review, based on detailed usage, performance and service delivery statistics, is expected on a quarterly basis beginning from the date of this agreement
- Both parties agree to work co-operatively towards practical solutions in instances where service delivery needs to be resolved in more detail than specified in the SLA.
- The principles of the SHARED SERVICES Application Hosting Strategy and the SHARED SERVICES Master Services Agreement will apply as overarching guidance unless otherwise agreed by both parties..
- Major variations will be authorized by the Executive Director of LV and the General Manager Corporate Services.
- Minor variations may be agreed to by the representatives of SHARED SERVICES and LV in the LV IT Steering Committee and minuted.
- The Director of LV Corporate will rule on the designation of minor or major variations.

1.1.4 Delegation of Authority to Request Services

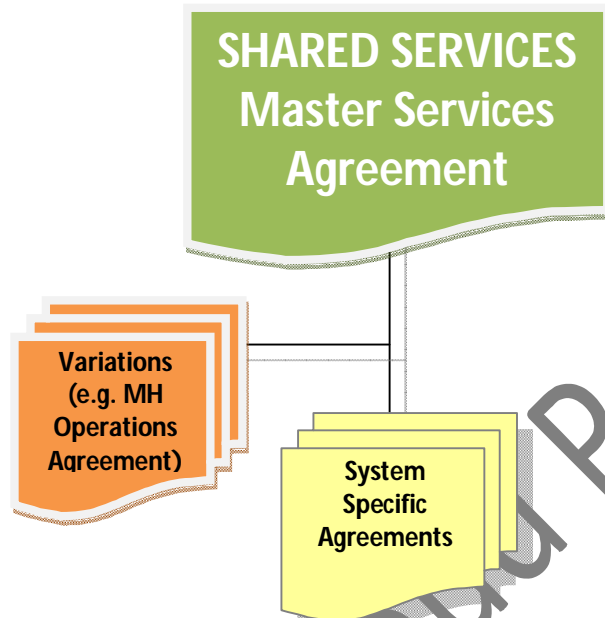
Where a System Specific Agreement exists, the Application Owner may delegate authority, either in whole or part, to one or more other persons or groups to request service under the SLA from SHARED SERVICES.

Delegation of authority may include the right to further delegate authority to others.

1.1.5 Document Outline

This document comprises:

- A Master Service Agreement between Shared Services and Division X
- Business specific System Support Agreements
- Variations to the Master Service Agreement (or support principles) where applicable



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