Example of standard format for Service Topology Diagram

<table>
<thead>
<tr>
<th>Business Services</th>
<th>Affiliates and Partners</th>
<th>Academic Teaching, Research, Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the services that the University (business) offers to its customers (i.e.: student, researchers), that are enabled by the IT service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the processes the University carries out in order to deliver services to its customers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ClearCost Service Bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td>How the IT service is grouped and presented financially along with details of the internal charges to University divisions and faculties to fund centrally provided IT services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Agreements</th>
</tr>
</thead>
<tbody>
<tr>
<td>These are the agreements between the university business/customer and IT. They include Service Level Agreements (SLAs) for customer facing IT services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard Service Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the standard service requests made by IT customers. There are many standard service requests processed by IT, however for diagrammatic purposes this row is limited only to service request that are formally published in a service catalogue for the service in scope of the project.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Facing IT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the customer facing IT service(s) delivered by IT that is the main focus of the project or that are relevant to the supporting facing IT service(s) below. Customer facing IT service = A service that is visible to, and directly consumed by, the University business.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the processes relevant to the service throughout the lifecycle. For example: Availability, capacity, continuity, and security management. Change, release, and knowledge management (e.g. Request, incident, problem, event, and access management).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supporting IT Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the supporting IT service(s) delivered by IT that is the main focus of the project or that are relevant to the customer facing IT service(s) above. Supporting IT service = a service that is not directly used by the business, but is required by IT to deliver customer-facing services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>System Capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row is a place to represent other constituent components of the services that are not themselves service offerings. They are not worthy or critical to the delivery of the service and have some impact on the cost, operation, or support of the service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Infrastructure, Environment, Application, and Data Components</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the core technology, infrastructure, or systems that are directly involved in the delivery of the supporting and or customer facing service.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Underpinning Agreements</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the agreements within IT, with IT and 3rd party suppliers, or with IT and other UoM teams for the operation and support of the service or infrastructure</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents both the IT teams that are directly involved in operating, managing, maintaining or developing the supporting service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3rd Party Suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td>This row represents the external organisations involved in the support, maintenance, or management of the service(s) and the associated infrastructure, systems, or technology.</td>
</tr>
</tbody>
</table>
Example of a Topology Diagram for a Supporting IT Service – Access Management Service

Business Services
- Teaching
- Shibboleth
- Student
- Webgates
- T/L & Research
- Research
- Marketing & Communication
- Alumni Management
- HR Management
- Financial Management
- Property & Campus Management
- Collaboration

Business Processes
- Staff on boarding
- Staff Cessation
- Staff De-provisioning
- Student on boarding
- Student Cessation
- Student De-provisioning
- Entitlement Approval
- Entitlement Denial

ClearCost Service Bundle
- Network Bundle > Identity and Access Management

Customer Agreements
- Workspace SLA
- IAM Service Level Targets
- Student Access to University Service Procedure
- User & System Access Procedure
- Regulation 8.3.2 - Computing and Network Facilities Rules

ITS Customer Facing Service – Service Requests
- New user account
- New honorary account
- Visitor account
- Password reset
- Unlock account
- Account extension
- Account re-enable
- Disable account
- Email alias creation
- File share access
- And more

ITS Customer Facing Service
- Workplace Services
  - Service Offering: Computing > User Account
  - Consume access management service:
    - File Share
    - Storage & Backup
    - MOE
    - Connectivity
    - Printing

- Application Services
  - Possible Future Service Offering: Application Access Management

- Research Services
  - Consume access management service:
    - Research cloud
    - National Servers Program
    - High performance computing (HPC)
    - Data storage and management

Online Services
- Consume access management service:
  - Online collaboration tools
  - Content Management System
  - Web design & consultancy services
  - Web hosting
  - Web scan service
  - Web search

Supporting Service – Service Requests
- Integration: on boarding new service
- Make change to existing service

Supporting Service
- Access Management Service Authentication and Authorisation
  - Microsoft Integration
  - Directory Integration
  - Single Sign On (SSO)
  - Federation (SAML2)
  - RADIUS

System Capabilities
- Identity Management (Life cycle management)
  - User Management
  - Credential Management
  - Entitlement Provisioning/De-provisioning
  - Auditing & Reporting
  - Directory Virtualisation

Infrastructure and Systems
- Exa Platform
  - Oracle Identity Manager
  - Oracle Access Manager
  - Oracle Virtual Directory
  - Oracle Identity Federation
  - Webgates
  - TBA
  - TBA
  - Shibboleth
  - Centaur
  - Active Directory
  - Cisco ISE

Underpinning Agreements
- IAM Procedures
- Operational Level Agreements (OLAs)
- IAM Contracts

Support Teams
- ITS
  - Identity and Access Platform Support
  - ITS Service Desk
  - Application Environments
  - Application Solutions (Custom Code)
  - Microsoft and Virtual Infrastructure Support

- Non ITS Teams
  - IMSL
  - Student IT
  - IUS Support
  - Library

3rd Party Suppliers
- Oracle
- Cisco
- Microsoft

Purpose: the purpose of this diagram is to represent the relationship between the Access management service and its up and downstream components. The downstream components include both technical (infrastructure and systems) and non-technical (support teams, agreements) aspects. Upstream the diagram maps the access management service to the ITS customer facing services that both offer and consume the access management.
Example of a Topology Diagram for a Customer-Facing IT Service – Thesis Examination System

**Business Services**

<table>
<thead>
<tr>
<th>Thesis</th>
<th>Teaching &amp; Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>RHD Examination &amp; Assessment</td>
<td>Student Management</td>
</tr>
</tbody>
</table>

**Business Processes**

<table>
<thead>
<tr>
<th>Intention to Submit Thesis Process</th>
<th>Nominate Thesis Examiners</th>
<th>Thesis Submission</th>
<th>Thesis Examination Reports</th>
<th>Thesis Results Received &amp; Reconciled</th>
<th>Thesis Citation Approval</th>
<th>Thesis Outcome Completion &amp; Notification</th>
</tr>
</thead>
</table>

**ClearCost Service Bundle**

| Student Management > Examination & Assessment |

**Customer Agreements**

| TES Service Agreement | User & System Access Procedure | Regulation 8.3.92 - Computing and Network Facilities Rules |

**ITS Customer Facing Service – Service Requests**

No ITS Standard Service Requests for this Service

**ITS Customer Facing Service**

**Application Services – Service Offering: Thesis Examination System**

**Key Features:** From a secure website accessible from anywhere in the world:
- students can submit their thesis and follow its progress through the examination process
- examiners are retrieve examinable thesis and submit confidential examination reports
- Workflow for authorised staff, such as submitting or reviewing citations
- Examinations Auditing and Reporting Capabilities

**Key Benefits:**
- off campus thesis submission: RHD students can submit their theses via the internet
- examinations management tools: standardised workflows for examinations processes
- records management: automated management of all examination records and
- examinations reporting: support for standard and customised reporting on all aspects of the examinations process

**Service Capabilities**

<table>
<thead>
<tr>
<th>Thesis Examination Service</th>
</tr>
</thead>
</table>

**Supporting Services Utilised**

| Staff Email | Access Management | Windows Application Hosting | ISIS Data | Themis Data | Oracle Integration Services | Windows File Share | Web Hosting |

**Infrastructure and Systems**

<table>
<thead>
<tr>
<th>Microsoft Dynamics Platform</th>
<th>Access Management</th>
<th>People Data &amp; Integration</th>
<th>Other Components</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamics CRM</td>
<td>IS Webserver SQL Server</td>
<td>OAuth Authentication External Examiners</td>
<td>Active Directory</td>
</tr>
<tr>
<td>ISV – Student People Data</td>
<td>Themis – Staff People Data</td>
<td>ICC Connector</td>
<td></td>
</tr>
</tbody>
</table>

**Other Components**

| Doc Repository - Windows File Share | NET Web form Hosting | Staff Email |

**Underpinning Agreements**

| Microsoft and Oracle Support Contracts |

**Support Teams**

**ITS**

| ITS Service Desk | Identity and Access Platform Support | Applications Support | Student IT Systems Technical Support | Integration Competency Centre | Microsoft and Virtual Infrastructure Support | Enterprise Solutions: Dynamics |

**Non ITS Teams**

| MSGR – Exams Office | Student Systems and Business Support |

**3rd Party Suppliers**

| Oracle Microsoft |

**Purpose:** The purpose of this diagram is to represent the relationship between the Thesis Examination System and its up and downstream components. The downstream components include both technical (infrastructure and systems) and non-technical (support teams, agreements) aspects. Upstream the diagram maps the Thesis Examination System to the business processes it supports.