

South Australian Across Government Preferred Supplier Panel

For the Provision of Electronic Document
& Records Management Systems – RFP
No. 06/0211

Information Technology Technical Standards

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**Government
of South Australia**



Information Technology Technical Standards

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Technical Requirements

This document details the Information Technology technical standards with the South Australian Government. An indication is provided to advise which technical requirements are mandatory or highly desirable.

This document needs to be read in conjunction with the:

- *Document and Records Systems (D&RS) Standard 2001;*
- *South Australian Government EDRMS Functional Compliance Requirements 2002; and*
- *South Australian Recordkeeping Metadata Standard (SARKMS) 2002.*

These documents are available from State Records' web site www.archives.sa.gov.au.

S.A. Government Standards

Further government IT standards relevant to the operating environment for SA Government can be found at:

<http://www.cto.sa.gov.au/architecturestandards/policiesstandards.asp>

In order to accommodate Current Proven Technology (CPT), references are made to revisions identified as 'N' and 'N-1'. These refer to current technology and 'immediately past technologies' (e.g. Windows 2003 Server 'N' & Windows 2000 Server 'N-1').

Where appropriate, references to SA Government Standards that cover both environments are supplied.

Document & Records Systems is a component of SA Government wider ICT Services suite. ICT Policy and Standards are under continual review based upon changing business, market and technical opportunities. As a result SA Government's wider ICT environment will evolve over time.

S.A. Government 'ITSSSED Agreement'

In 1996, the SA Government contracted with EDS (Australia) Pty Ltd for the provision of information technology infrastructure support services on a whole-of-government basis for 9 years (commencing in July 1996). Included in this contract were the supply, installation, management and ongoing maintenance and support of:

- computer servers;
- workstations;
- operating systems;
- database management systems;



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- database administration services;
- LAN and WAN services; and,
- facilities management services.

Under the Whole-of-Government Information Technology Services and State Economic Development (ITSSSED) Agreement, EDS Australia was responsible for the provision, operation and maintenance of Infrastructure relating to Government services, including:

- mainframe;
- midrange;
- workstation;
- Local Area Network; and,
- Wide Area Network;

The ITSSSED Agreement excluded:

- desktop;
- cabling back to network servers;
- data carriage; and,
- application development services.

During 2005-2007, the ITSSSED Agreement will be superseded by the Future ICT (FICT) Service Arrangements. Under the new arrangements, multiple external service providers will be engaged to supply, install, manage and maintain:

- PCs and servers,
- mainframe,
- messaging,
- managed network services,
- printers and photocopiers,
- internet service provision,
- distributed computing support services,
- threat management and protection,
- PABX maintenance.

Depending on the outcome of the selection processes, the FICT arrangements may see:

- each infrastructure category being supported by a different service provider; and/or
- one or more infrastructure categories being supported by multiple service providers, and/or
- multiple infrastructure categories being supported by a single service provider.

Transition from the ITSSSED Agreement to the FICT arrangements will progress throughout 2006.



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In addition to the above, the SA Government contracts for ICT services with a range of Service Providers, whereby SA Government Agencies establish and maintain their own arrangements for ICT services. These arrangements complement the ITSSSED/FICT regime and cover those services not provided through whole-of-government contracts.



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1. S.A. Government Standards

Requirement: Categorised	Notes & Comments
<p>1.1 <i>Adherence to SA Government Technical Standards.</i></p> <p><i>Compliant authorities, and suppliers of information technology infrastructure to the public sector, must comply with the implementation of information technology standards on platforms, networks, client devices and services software as specified in the Government Standards on Information and Communication Technology.</i></p> <p><i>Where Government standards are not specified, compliance to Open Systems standards is required.</i></p> <p>1.1.1 Operating System compliance is highly desirable. The software should comply with SA Government Operating System Standards. Fully documented exceptions are acceptable.</p> <p>1.1.2 Database compliance is highly desirable. The software should comply with SA Government Database Standards. Fully documented exceptions are acceptable.</p> <p>1.1.3 Communications & Infrastructure compliance is mandatory. The software must comply with SA Government Communications & Infrastructure Standards.</p> <p>1.1.4 Desktop Application compliance is mandatory. The software must comply with SA Government Desktop Application Standards. Fully documented exceptions, including integration methodologies with the SA Government Desktop Application Standards are acceptable.</p>	<p>Compliant authorities includes:</p> <ul style="list-style-type: none"> • Departments, or other administrative units of the public service or other instrumentalities or agencies of the Crown; or • Bodies corporate established for a public purpose and comprised of or including, or having a governing body comprised of or including a Minister of the Crown or person appointed by the Governor or a Minister or other instrumentality or agency of the Crown; or • Any body whether corporate or unincorporated established for a public purpose and declared by regulation to be a public authority; or • Any body incorporated under the SA Health Commission Act. <p>Where an Operating System outside the SA Government Operating System Standard is employed respondents must document the hardware and software environment for that Operating System.</p> <p>Where a Database System outside the SA Government Database Standard is employed respondents must document the hardware, software, database maintenance and database administration environment (and requirement) for that Database System.</p> <p>Where Desktop Applications outside the SA Government Desktop Application Standards are employed respondents must document an integration methodology with Standard SA Government Desktop Applications.</p>



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2. Operating System Standards

Requirement: Highly Desirable	Notes & Comments
<p>2.1 <i>MainFrame Platforms.</i></p> <p>2.1.1 <i>N Standards:</i> z/OS 1.x</p> <p>2.1.2 <i>N-1 Standards:</i> There is no N-1 standard</p>	
<p>2.2 <i>Mid-Range Platforms.</i></p> <p>2.2.1 <i>N Standards:</i> Solaris 9 HPUX 11i HP Tru64 Unix v 5.1B HP VMS 7.2 AIX 5.2</p> <p>2.2.2 <i>N-1 Standards:</i> Solaris 8 HPUX 11.0 HP Tru64 Unix v 5.1A HP VMS 7.1 AIX 5.1</p>	
<p>2.3 <i>Distributed LAN and WAN Platforms.</i></p> <p>2.3.1 <i>N Standards:</i> Windows 2003 NetWare 6.5</p> <p>2.3.2 <i>N-1 Standards:</i> Windows 2000 NetWare 5.1</p>	



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3. Database Standards

Requirement: Highly Desirable	Notes & Comments
<p>3.1 <i>Mainframe Platforms.</i></p> <p>3.1.1 Databases: DB2 Oracle Microsoft SQL Server</p>	<p>DBMS products not included in the DBMS Standard are subject to the exception-notice process defined in the SA Government ICT Policy Framework.</p> <p>Support for non-standard DBMS products to be documented and procured from vendors.</p>
<p>3.2 <i>Mid-Range Platforms.</i></p> <p>3.2.1 Databases: DB2 Oracle Microsoft SQL Server</p>	<p>DBMS products not included in the DBMS Standard are subject to the exception-notice process defined in the SA Government ICT Policy Framework.</p> <p>Support for non-standard DBMS products to be documented and procured from vendors.</p>
<p>3.3 <i>Distributed LAN and WAN Platforms.</i></p> <p>3.3.1 Databases: DB2 Oracle Microsoft SQL Server</p>	<p>DBMS products not included in the DBMS Standard are subject to the exception-notice process defined in the SA Government ICT Policy Framework.</p> <p>Support for non-standard DBMS products to be documented and procured from vendors.</p>

4. Communications and Infrastructure Standards

The communications and infrastructure standards listed below are minimum standards. The list will shortly be updated to reflect current strategic and emerging ICT standards.

Requirement: Mandatory	Notes & Comments
<p>4.1 <i>Network Protocols.</i></p> <p>4.1.1 LAN/WAN: TCP/IP</p> <p>4.1.2 Distributed Services: Directory Services: X.500 Messaging Services: SMTP IMAP4 X.400 <i>Public Access</i></p>	
<p>4.2 <i>Transport, Infrastructure & Connectivity.</i></p> <p>4.2.1 Transport: Category 5 UTP Category 6 UTP</p> <p>4.2.2 Infrastructure: 100BaseT Compliant Fibre Optic Backbone SNMP Compliant</p> <p>4.2.3 Connectivity: NE2000 Compliant 100BaseT NIC Hayes Compatible Modem DCE/RPC</p>	



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Requirement: Mandatory	Notes & Comments
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5. Desktop Application Standards

Requirement: Mandatory	Notes & Comments
<p>5.1 <i>Desktop Applications.</i></p> <p>5.1.1 Compliant authorities, and suppliers of information technology infrastructure to the public sector, must comply with the implementation of information technology standards on platforms, networks, client devices and services software as specified in the <i>Government Standards on Information and Communication Technology</i>. Where Government standards are not specified, compliance to Open Systems standards is required.</p> <p>5.1.2 Desktop Applications: Microsoft Office 2000 suite, including (but not limited to): Word Excel PowerPoint Access Outlook Microsoft Office XP suite, including (but not limited to): Word Excel PowerPoint Access Outlook</p>	<p>As Microsoft Office 2000 is specified as standard, its use (or the use of its successors) can be taken as mandatory.</p>
<p>5.2 <i>Browsers and Viewers.</i></p> <p>5.2.1 Browsers: Microsoft Internet Explorer 6.0 SP1 <i>and above</i></p>	
<p>5.3 <i>Server Application Platform Dependencies.</i></p> <p>5.3.1 Server back-end Platforms: Microsoft Exchange 2003 Server (SAGems)</p>	



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Glossary

The following terms are defined for use only within the Information Technology Technical Standards. All other terms are defined within Part A “Conditions of Submitting a Proposal” clause 3: Interpretation or within the “Glossary of Records Management Terms 2006” available from the State Records of South Australia web site <https://www.archives.sa.gov.au>.

Vendor

The supplier of a system solution, whether the developer of the actual software or an application service provider (known as a third party supplier). In this context, the vendor is expected to be the primary contact in any technical, financial or reporting issues.