

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Transport



Exhibit 1

Definitions

26 September 2014

Version 1.0

This document contains confidential and proprietary information of Transport. Except with the express prior written permission of Transport, this document and the information contained herein may not be published, disclosed, or used for any other purpose.

COMMERCIAL-IN-CONFIDENCE

Page 1 of 56

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Exhibit 1 – Definitions

The capitalised terms used in this Agreement and the Exhibits to this Agreement have the following meanings, unless the context requires otherwise:

Definition	Meaning
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
Access Management	Is the Process responsible for allowing Users to make use of IT Services, data, or other Assets. Access Management helps to protect the Confidentiality, Integrity and Availability of Assets by ensuring that only Authorised Users are able to access or modify the Assets.
Active Directory	A directory structure used on Microsoft Windows based computers and Servers to store information and data about networks and domains and to perform a variety of functions, including providing information on objects, organising objects for easy retrieval and access, enabling access by end users and administrators and allowing the administrator to set security up for the directory.
Active LAN Port	A wired LAN port that is installed and activated for use, connected via Wiring to Equipment or a physical wall jack and authorised by Transport.
Active WAP	A wireless access point (WAP) that is installed and activated for use, connected via Wiring to Equipment or a physical wall jack, and authorised by Transport.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
Actual Uptime	The measurement of time that a particular System, Application, Software, hardware, Network, or any other part of the Services is actually available during the Measurement Period. Such measurement will be calculated by subtracting Downtime from the Scheduled Uptime.
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
Affiliate	With respect to an entity, that another entity is Controlling, Controlled by, or under common Control with that entity.
Agreement	This managed services agreement, any Project Statements of Work, and any exhibits, schedules, annexures or attachments to the managed services agreement and Project Statements of Work.
Alert	A warning that a threshold has been reached, something has changed or Failed. Alerts are often created and managed by system management tools and are managed by the Event Management Process.
Application Development	Specific services, functions, and responsibilities required for planning and implementing new Applications and solutions to meet Transport's business objectives.
Application Management	The function responsible for managing Applications throughout their Lifecycle.
Application Server(s)	Any Server providing processing for Applications that perform user- or business-related information processing functions and are not otherwise defined as Infrastructure Servers. Database Servers supporting Applications are considered one type of Application Server. Other examples include Email (such as Exchange), Messaging (such as SameTime), and collaboration servers (such as SharePoint), which are also considered types of Application Servers.
Applications	Programs and other software (including the supporting documentation, media, on-line help facilities, and tutorials) that perform user-related or business-related information processing functions. Application Software does not include the tools, utilities, or System Software used to deliver it. Applications include database management software.
Applications Software	See the definition of Applications.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Approved Agent	Any entity that is authorised in writing by the Supplier to act as the Supplier's legal agent for the purpose of supplying Services to Transport under this Agreement, and whose identity is stated in Exhibit 22 (Approved Subcontractors and Agents) or a Project Statement of Work but excludes the directors, officers or employees of the Approved Agent.
[Omitted]	
[Omitted]	
Approved Subcontractor	Any subcontractor specified as such in Exhibit 22 (Approved Subcontractors and Agents) or a Project Statement of Work.
Apps	Discrete software components loaded by a user into a Portable Network Device (for example, the Wall Street Journal's "Mobile Reader for BlackBerry").
Architecture	The design, process, strategies, and specification of the overall structure, logical components, and the logical interrelationships of Equipment and Software, including System Software, a Network, or other reasonably related conception.
Architecture Management	Is the process responsible for defining the blueprint for future development of the technology landscape embedded within the Service Lifecycle.
Asset	Any resource or capability that could contribute to the delivery of a service. Assets can be one of the following types: management, organisation, Process, knowledge, people, information, Applications, Infrastructure, and financial capital, including Equipment and Software.
Asset Management	The process responsible for tracking and reporting the value and ownership of Assets throughout their Lifecycle. Asset Management is part of the overall Service Asset and Configuration Management Process.
Asset Register	A list of Assets, which, at a minimum, includes their ownership and value.
Assurance Role	Facilitates engagement or service management roles and the assurance of the service as being ready for deployment to production.
[Omitted]	
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Attribute	A piece of information about a Configuration Item (CI). Examples are name, location, version number, and cost. Attributes of CIs are recorded in the Configuration Management Database (CMDB).
Authorised	Give official permission to or approval for.
Authorised User(s)	Individual users of the Services within and outside of Transport including Transport or Eligible Recipient Personnel, Business Units, Third Party Vendors, customers, contractors, joint ventures, and so forth.
Availability	The ability of a Configuration Item or IT service to perform its agreed function when required. Availability is determined by Reliability, Maintainability, Serviceability, Performance, and Security. Availability is calculated as the Actual Uptime expressed as a percentage of the Scheduled Uptime for a particular System, Application, Software, hardware, Network, or any other part of the Services (for example: $\text{Availability \%} = ((\text{Actual Uptime})/(\text{Scheduled Uptime})) \times 100\%$)
Availability Management	The process responsible for defining, analysing, planning, measuring and improving all aspects of the Availability of IT Services. It is responsible for ensuring that all IT Infrastructure, Processes, tools, and Roles are appropriate for the agreed Service Level Targets for Availability.
Availability Management Information System (AMIS)	A repository of all Availability Management data, usually stored in multiple physical locations.
Availability Plan	A plan to ensure that existing and future Availability requirements for IT services can be provided cost effectively.
[Omitted]	
Backup	Means copying data to protect against the loss of Integrity or Availability of the original.
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
Build	The activity of assembling a number of Configuration Items to create part of an IT Service. The term Build is also used to refer to a Release that is authorised for distribution. For example, Server Build or laptop Build.
Build Environment	A controlled Environment where Applications, IT services, and other Builds are assembled prior to being moved into a Test or Live Environment.
Business	An overall corporate entity or organisation formed of a number of Business Units.
Business Capacity Management	Ensures that future business requirements are translated into quantifiable IT services.
Business Continuity Management	The processes related to planning and performing Business Continuity. IT Service Continuity Plans form a part of Business Continuity Plans.
[Omitted]	
[Omitted]	
[Omitted]	
Business Day	Means Monday to Friday excluding NSW Public Holidays.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Business Function</i>	Is a grouping of internal processes.
[Omitted]	
<i>Business Innovation</i>	The specific application of novel business techniques and related application of technological, process, and organisational Innovations to meet the needs and objectives of a Business entity.
<i>Business Owner</i>	A Transport individual that is a stakeholder for his or her particular Service Cluster member, who continually reviews the Services to ensure that the current defined service requirements are meeting the current needs of the Business. Also referred to as Business System Owner.
<i>Business Process</i>	A series of linked steps, activities or procedures that a business executes to produce a product or service. The steps are executed in a certain sequence. Every activity is part of a business function.
<i>Business Relationship Management</i>	Is the process responsible for identifying the needs of existing and potential customers and ensuring that appropriate services are developed to meet those needs.
<i>Business Service</i>	A service that is delivered to business, customers by Business Units. For example, delivery of financial services to customers of a bank, or goods to the customers of a retail store. Successful delivery of Business Services often depends on one or more IT Services. A business service may consist almost entirely of an IT service - for example, an online banking service or an external website where product orders can be placed by Business customers
[Omitted]	
<i>Business Unit</i>	A segment of the Business that has its own plans, metrics, income and costs. Each Business Unit owns Assets and uses these to create value in the form of goods and services.
<i>Business Urgent Change</i>	A requirement to amend the status of a configuration item outside of a planned change window or lead time. This could be a Transport change freeze or lead time normally requiring Service Owner and Business Owner approval and justification for implementation.
<i>Cabling</i>	The physical connection between Equipment in a telecommunications or wiring closet; or between Equipment and a wall jack; or between Equipment and a nearby patch panel such as in an equipment rack (in other words, the connections outside the wall), including physical cabling media, peripheral cabling used to interconnect electronic equipment, all terminating hardware and cross-connect fields (e.g., patch cables), but not including conduits and pathways.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Calls</i>	Means Incidents, Problems, questions, or requests submitted to the Supplier by telephone, electronically, or other means approved by Transport.
<i>Capacity</i>	The maximum Throughput that a Configuration Item or IT Service can deliver while meeting agreed levels of service. For some types of CI, Capacity may be the size or volume (for example a disk drive).
<i>Capacity Management</i>	Is the function responsible for ensuring that the Capacity of IT Services and the IT Infrastructure is able to deliver agreed Service Level Targets in a cost effective and timely manner. It considers all Resources required for delivery of an IT Service. It plans for short, medium and long term Business Requirements.
<i>Capacity Management Information System (CMIS)</i>	A virtual repository of all Capacity Management data, usually stored in multiple physical locations.
<i>Capacity Plan</i>	Is a plan used to manage the resources required to deliver IT Services. The plan contains scenarios for different predictions of business demand, and costed options to deliver the agreed levels of service.
<i>Carriage</i>	A commercial service providing the carriage or transmission of voice, video, or data electronic impulses over a distance.
<i>Carrier</i>	See the definition of Transport Vendor.
[Omitted]	
<i>Change</i>	The addition, modification, or removal of anything that could have an effect on IT Services, including all IT Services, Configuration Items, processes, documentation, and so forth.
<i>Change Advisory Board</i>	A group of people who advise the Change Manager regarding the assessment, prioritization, and scheduling of Changes. This board is made up of representatives from Transport, the Supplier, and Third-Party Vendors.
<i>Change Management</i>	Process ensuring that standardised methods and procedures are used for efficient and prompt handling of all changes to controlled IT environment in order to minimise impact to the business.
<i>Change Manager</i>	The individual responsible for ensuring the Change occurs.
<i>Change Models</i>	A repeatable way of dealing with a particular category of Change. A Change Model defines specific agreed steps that will be followed for a Change of this category. Change Models may be very complex with many steps that require authorisation (e.g. major software release) or may be very simply with no requirement for authorisation (e.g. password reset). See also

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	Change Advisory Board; Standard Change.
<i>Change of Control</i>	A change in the Control of a Party after the Execution Date.
<i>Change Record</i>	A record containing the details of a Change that is stored in the Configuration Management System (CMS). Each Change Record documents the lifecycle of a single Change. A Change Record is created for every Request for Change that is received, even those that are subsequently rejected. The Change Record references the Configuration Items that are affected by the Change.
<i>Change Request</i>	Has the same meaning as Request for Change.
<i>Change Schedule</i>	A schedule that includes detail of all the Changes approved for implementation and their proposed implementation dates.
[Omitted]	
[Omitted]	
<i>Cluster Member</i>	An Eligible Recipient that is a member of the Transport organisation, for example State Rail, Roads and Maritime Services.
<i>Collaboration Services</i>	A service providing and managing the systems to enable sharing of interactive environments for users that integrate with electronic communication and messaging services and provide the functionality for many participants to augment a common deliverable. Can provide record or document management, threaded discussions, audit history and other mechanisms designed to capture the efforts of many into a managed content environment.
<i>Collaborative Applications</i>	Includes Applications containing functionality to enable shared interactive environments for users. They often integrate with electronic communication and messaging services and provide the functionality for many participants to augment a common deliverable (ie work group collaboration). They can also provide record or document management, threaded discussions, audit history, and other mechanisms designed to capture the efforts of many into a managed content environment. Examples of current and/or future Collaborative Applications include, but are not limited to, Lotus Domino Applications and Microsoft Sharepoint.
<i>Commencement Date</i>	See Service Commencement Date.
<i>Commercial Off-The-Shelf (COTS)</i>	Equipment and/or Software, as applicable, that is readily available to the public from a Third Party that is not an Affiliate of a Party.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
[Omitted]	
[Omitted]	
Component	A general term that is used to mean one part of something more complex. For example, a computer System may be a component of an IT Service, and an Application may be a Component of a Release Unit. Components that need to be managed should be Configuration Items.
Component Capacity Management	The processes for managing the components of the IT infrastructure, including Monitoring and measurement.
Component Failure Impact Analysis (CFIA)	A manner of evaluating and predicting the impact of failures, and of locating single points of failure.
Computer-Aided Design (CAD)	Computer-Aided (CAD) is the use of computer systems to assist in the creation, modification, analysis or optimisation of a design.
Conditions Precedent	The conditions listed in clause 3.2 of this Agreement.
Conferencing Premise Equipment	The Equipment, features, accessories, peripherals, and Cabling supported or used by Supplier in connection with its provision to the Authorised Users of Conferencing Services, including room-based and cart-based video and audio conference equipment (such as audio/video switching equipment, control computers, monitors, cameras, document viewers, CODEC, sound systems, video and audio conferencing bridges, muxes, multi-point bridging equipment, studio room equipment, and associated diagnostic equipment), and all additions, modifications, substitutions, upgrades, or enhancements to such Equipment.
Conferencing Systems	All Conferencing Premise Equipment and associated Software that is supported or used by Supplier in connection with its provision of Conferencing Services.
Omitted	
Confidentiality	Protection of the Confidential Information against unauthorised access and use.
Configuration	A generic term, used to describe a group of Configuration Items that work together to deliver an IT Service, or a

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	recognisable part of an IT Service. Configuration is also used to describe the parameter settings for one or more CIs.
<i>Configuration Item (CI)</i>	Any component that needs to be managed in order to deliver an IT Service. CIs typically include IT services, hardware, software, buildings, people, and formal documentation such as process documentation and agreed levels of service.
<i>Configuration Management</i>	The process responsible for maintaining information about Configuration Items required to deliver an IT Service, including their relationships. This information is managed throughout the Lifecycle of the CI. Configuration Management is part of an overall Service Asset and Configuration Management Process.
<i>Configuration Management Database (CMDB)</i>	A database used to store Configuration Records throughout their lifecycle.
<i>Configuration Management System (CMS)</i>	A set of tools and databases that are used to collect, store, manage, update, and present Configuration data. The Configuration Management System maintains one or more CMDBs, and each CMDB stores attributes of Configuration Items and relationships with other CIs. The CMS also includes information about Incidents, Problems, Known Errors, Changes and Releases.
<i>Configuration Record</i>	A record containing the details of a Configuration Item. Each Configuration Record documents the lifecycle of a single CI. Configuration Records are stored in a Configuration Management Database (CMDB).
<i>Connectivity</i>	The ability to access and exchange data, voice, and/or video electronic impulses between various Infrastructure components and with external sources as approved by Transport and provided to Authorised Users.
[Omitted]	
<i>Consumer Role</i>	A customer of the service being provided by, and located within one or more entities of, a Cluster Member.
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
Contract Portfolio	Is a database or structured document used to manage service contracts or agreements between service providers (including the Supplier) and Transport.
Contract Year	(a) the period commencing on the Execution Date and expiring on the first anniversary of that date; and (b) each subsequent 12 months during the Term commencing on an anniversary of the Execution Date.
[Omitted]	
Control	The possession, direct or indirect, of the power to direct or cause the direction of the management and policies of a person or entity, whether through the ownership of voting securities, by contract, or otherwise.
Controlled Environment	An IT environment where changes, additions, modifications, or removals are performed through a specific set of procedures.
Corporate Shared Services Reform Program (CSSRP)	Is a Whole of NSW Government initiative initiated in 2012 aimed at standardising common processes across a range of business functions including Human Resources, Finance, and IT.
Critical Affected Personnel	A limited number of affected Personnel who are believed to be critical in the transition and initial provision of the Services by the Supplier.
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
Data	The information which: (a) is provided to the Supplier for the purposes of its provision of the Services; (b) is transmitted, received or stored in the course of providing the Services; (c) is processed, generated, compiled or modified through use of the Services; or (d) relates to the configuration of the hardware and software used to provide the Services.
Data Centre	A facility for housing computer, network and telecommunications equipment that is compliant or rated at Tier 3 or above (as

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	defined by the Telecommunications Industry Association – TIA-942: Data Centre Standards or its equivalent) and the Uptime Institute.
[Omitted]	
[Omitted]	
[Omitted]	
<i>Definitive Media Library (DML)</i>	One or more locations in which the definitive and approved versions of all software Configuration Items are securely stored. The DML may also contain associated CIs, such as licenses and documentation. The DML is a single logical storage area even if there are multiple locations. Only software from the DML is acceptable for use in a Release.
<i>Definitive Spares</i>	Spare components and assemblies that are maintained at the same level of currency as the comparative systems within the live environment.
[Omitted]	
[Omitted]	
<i>Demand Management</i>	Is the process responsible for understanding, anticipating and influencing customer demand for services. Demand management works with capacity management to ensure that the service provider has sufficient capacity to meet the required demand.
[Omitted]	
<i>Design Coordination</i>	Is the process responsible for coordinating all service design activities, processes and resources. Design coordination ensures the consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes, information and metrics. Embedded in the Process for Service Management Lifecycle.
<i>Development</i>	The process responsible for creating or modifying an IT Service or Application.
<i>Development Environment</i>	An Environment used to create or modify IT services or Applications. Development Environments are not typically subjected to the same degree of control as Test Environments or Live Environments.
<i>DFAT</i>	Department of Foreign Affairs and Trade.
<i>Directory Services</i>	A customisable information store that functions as a single point from which users can locate resources and services

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	distributed throughout the network. This customisable information store also gives administrators a single point for managing its objects and their attributes.
[Omitted]	
<i>Disaster</i>	Any incident that causes an unscheduled outage which directly or indirectly impacts the delivery of any Service which has critical business impact.
<i>Disaster Recovery</i>	The process, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to Transport after a natural or human induced Disaster.
<i>Disaster Recovery Plan</i>	The Disaster Recovery plan submitted by the Supplier and approved by Transport pursuant to clause 33.1 of this Agreement. Also referred to as an IT Service Continuity Plan.
[Omitted]	
[Omitted]	
<i>Dispute</i>	Has the meaning given to that term in clause 38.1 of this Agreement.
[Omitted]	
<i>Documentation</i>	All reports, diagrams (including network diagrams), documentation, manuals and records developed by or on behalf of Supplier in the course of performing the Services.
<i>Domain Controller</i>	A Server providing a directory database that controls user access to a network, which includes sign-on, authentication, and entitlement to access network resources.
<i>Downtime</i>	The time that a particular System, Application, Software, hardware, Network, or any other part of the Services is not available during the Measurement Period.
<i>Early Life Support (ELS)</i>	Support provided for a new or changed IT service for a period of time immediately after it is Released. During Early Life Support, Supplier may review the KPIs, agreed levels of service and Thresholds for Monitoring, and provide additional resources for Incident Management and Problem Management.
[Omitted]	
<i>Effective Date</i>	The date on which all of the Conditions Precedent have been satisfied under clause 3.1 and/or waived under clause 3.3 of

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	this Agreement.
<i>Eligible Recipients</i>	Means: (a) any entity specified in Exhibit 24 (Eligible Recipients); and (b) any party nominated by Transport from time to time during the Term by notice to the Supplier which is to receive the Services under this Agreement including without limitation as a result of becoming responsible for, or otherwise assuming, all or any part of Transport or any Eligible Recipient business or functions after the date of this Agreement or any entity resulting from a NSW Government restructure of Transport or an Eligible Recipient.
<i>End User Computing Services</i>	The end user computing services performed by Transport or a Third Party Supplier.
[Omitted]	
<i>Email, Messaging and Collaboration Services</i>	A concatenation of the defined terms for: (a) Email Services; (b) Messaging Service; (c) Collaboration Service.
<i>Email Services</i>	A service providing and managing the systems for sending and receiving electronic mail messages over computer networks, as between personal computers. Based on a store-and-forward model where neither the users or their computers are required to be online simultaneously; they only need to connect briefly to send and receive messages. Email servers accept, forward, deliver and store messages.
<i>Emergency Change</i>	A Change that must be introduced as soon as possible: for example, to resolve a Major Incident or implement a security patch. The Process for Change Management shall have a specific procedure for handling Emergency Changes.
<i>Emergency Change Advisory Board (ECAB)</i>	A subset of the Change Advisory Board who makes decisions about high-impact Emergency Changes. Membership of the ECAB may be decided at the time a meeting is called, and depends on the nature of the Emergency Change.
<i>Enabler Role</i>	Own and lead the Service Management processes, templates and tools.
<i>Environment</i>	A subset of the IT Infrastructure that is used for a particular purpose: for example: Live Environment, Test Environment, and Build Environment. It is possible for multiple Environments to share a Configuration Item; for example, Test and Live

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	Environments may use different partitions on a single mainframe computer. Environment is also used to describe the physical Environment, being the accommodation, air conditioning, power system, and so forth.
Equipment	The computer, telecommunications, and facility-related hardware, equipment and peripherals (i) owned or leased by Transport or the Supplier and (ii) used by either the Supplier or Authorised Users in conjunction with the Services.
[Omitted]	
Escalation	See the definition of Functional Escalation and Hierarchic Escalation
Essential Services	The services necessary for the critical functions of Transport, as designated in the Disaster Recovery Plan from time to time.
EUC Device	Is any computing device, supplied by Transport, used by an end user to access the Transport network, applications and data including but not limited to desktops, laptops, thin clients and tablets. For devices provided by Transport this includes the EUC Device Image.
EUC Device Image	Is the software build for supported Transport EUC Devices and virtual desktop instances consisting of the operating system, configuration settings and drivers plus the core applications and utilities.
Evaluation	The process responsible for assessing a new or changed IT Service to ensure that risks have been managed and to help determine whether to proceed with the Change. Evaluation is also used as a means to compare an actual outcome with the intended outcome, or one alternative with another.
Evaluation Report	A report issued as part of the Process for Evaluation that contains a risk profile, a deviations report, a qualification and validation statement, and a recommendation to either accept or refuse a Change.
Event	A change of state that has significance for the management of a Configuration Item or IT Service. The term Event is also used to mean an Alert or notification created by any IT Service, Configuration Item, or Monitoring tool. Events typically require IT operations personnel to take actions, and may lead to Incidents being logged.
Event Management	Is the process responsible for ensuring events are detected, filtered and the appropriate control action is determined. An event is defined as a change of state that has significance for the management of a Configuration Item (CI) or an IT Service.
Exadata	The Oracle Exadata Database Machine (Exadata) is an Oracle brand database appliance comprised of pre-configured database servers, storage servers and internal network connectivity for the purpose of hosting Oracle database instances and associated data.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Execution Date	The date on which this Agreement is signed by the last Party to sign it.
Executive Steering Committee	Has the meaning given to that term in section 3.1 of Attachment 6-A (Governance Committee and Members) of Exhibit 6 (Governance Model).
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
Expiration Date	The ending date of the original Term or subsequent Term.
[Omitted]	
External Storage Media	Means portable storage devices used for backup and data archiving. Includes: removable hard drives, magnetic tapes, optical tapes, DVDs, CDs, fiche and flash memory devices.
Extranet	The portion of Transport's WAN, consisting of Equipment, Software, Transport Systems, Interconnect Devices, Wiring, and Cabling that are used to create, connect, and transmit data, voice, and video signals to, within or among Transport's customers, external partners, and Third-Party Vendors. Extranets typically include Web sites that provide information to internal employees and also have secure areas to provide information and conduct business with certain Third Parties. The Extranet is not a public entity, but a private network whose access is provided over the public Internet. The Extranet Network may be delivered via a public circuit-switched service, or VPN.
[Omitted]	
Failed	Is a Process status where the objectives of the process haven't been met. This normally applies to Transport Transition and Operation processes where Change, Problem and CSIP improvements have been identified as not meeting the requirements as stipulated within the process. Failure has the corresponding meaning.
Fault Tree Analysis (FTA)	A top down, deductive failure analysis in which an undesired state of a system is analysed to combine a series of lower-level events.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Financial Management (for IT Services)</i>	Is the process responsible for managing an IT service provider's Budgeting, Accounting and Charging requirements.
[Omitted]	
<i>Follow the Sun</i>	A model for using Service Desks and other support groups around the world to provide seamless 24x7 service (for example: calls, Incidents, Problems and Service Work Requests are passed between groups in different time zones); or, responsibility for the monitoring of and responding to Alerts passed between groups in different time zones.
[Omitted]	
<i>FTE (Full-Time Equivalent)</i>	A level of effort on specific tasks or projects expended by an employee or contractor, which contemplates an allocation of their time over various work efforts. That is, it acknowledges that an individual may work part-time or spend time on various in-scope or out-of-scope activities. A reasonable amount of overtime is included in the quantification of exempt labour allocated across multiple areas.
<i>FTP (Full-Time Person)</i>	A level of effort, excluding vacation and other non-productive time (but including a reasonable amount of overtime), equivalent to that which one person working full time would provide. Without prior written approval, one individual's total effort cannot amount to more than one FTP.
<i>Functional Escalation</i>	Is where the process parameter has been met that triggers an increase in its current priority. Transport ITSM processes have an aged or failure trigger that invokes this type of escalation. Generally, needed within Operational IT service management processes and is most commonly associated with Incident Management, Problem Management and Request Fulfilment.
<i>Gantt</i>	A type of bar chart that illustrates a project schedule.
<i>General Manager, Commercial Management of Transport</i>	The person occupying that position at Transport from time to time or if that position no longer exists then its nearest equivalent.
<i>General Manager ICT Operations Delivery</i>	The individual and/or group of individuals nominated by Transport for this position from time to time in accordance with clause 26.2 of this Agreement.
<i>General Manager IT</i>	The person occupying that position at Transport from time to time or if that position no longer exists then its nearest equivalent.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>GIPA Act</i>	The <i>Government Information (Public Access) Act 2009</i> (NSW).
<i>Goods</i>	Any goods to be provided under this Agreement or in connection with any Services or Deliverables to be provided under this Agreement and includes, without limitation, hardware, equipment, items, componentry and any other goods and materials.
<i>Governance</i>	Is the process responsible for ensuring that Policies and Strategy are actually implemented, and that required Processes are correctly followed. Governance includes defining roles and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.
<i>Governance Library</i>	Shall have the meaning ascribed in Exhibit 6 (Governance Model).
<i>Governance Processes</i>	Those processes needed for the business management of the relationship between the Parties that are set out in the Service Integration and Procedures Manual.
<i>Governance Role</i>	Are governance bodies that provide governance of service management processes.
<i>Government Agency</i>	Any governmental, semi-governmental, administrative, fiscal or judicial body, department, commission, authority, tribunal, agency or entity.
<i>Government Approval</i>	Means any licence, authorisation, consent, approval or like permit issued by any Government Agency, including any conditions attached to any such permit.
<i>GST</i>	Refers to the goods and services tax under the GST Act.
<i>GST Act</i>	<i>A New Tax System (Goods and Services Tax) Act 1999</i> , as amended.
[Omitted]	
[Omitted]	
<i>Hard IMAC</i>	An approved IMAC-D request received from Transport, which requires the Supplier to dispatch a technician to the affected Site or Authorised User's location in order to perform such required IMAC. A Hard IMAC shall include a Soft IMAC, if necessary, though a Soft IMAC will never be considered a Hard IMAC.
<i>Hierarchic Escalation (ITIL Service Operation)</i>	Informing or involving more senior levels of management to assist in an escalation.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>High Availability (clusters)</i>	With respect to Servers, any redundant pair of such devices for which automatic fail over, load balancing, or clustering has been configured such that when one of the devices fails, Availability is provided by the other device with no loss of Availability to the Authorised User.
<i>IAMA Fast Track Arbitration Rules</i>	A set of arbitration rules developed by the Institute of Arbitrators and Mediators Australia available at www.iama.org.au .
[Omitted]	
<i>IMAC(s)</i>	Installations/de-installations, moves, adds, changes, and disposals including cascades for Equipment, Software, and related services at designated Sites. IMACs will include: Hard (physical) and Project (higher volume) related IMACs. Within Transport's environment these are carried out under a Service Work Request (SWR).
<i>Impact</i>	A measure of the effect of an Incident, Problem, or Change on Business Processes. Impact and Urgency are used to assign Priority.
<i>Impacted Projects</i>	Has the meaning given to that term in section 2.6 of Attachment 9-A (Template Project Statement of Work) of Exhibit 9 (Projects).
[Omitted]	
<i>Incident</i>	An unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Failure of a Configuration Item that has not yet impacted Service is also an Incident. For example, Failure of one disk from a mirror set.
<i>Incident Management</i>	Is the process responsible for coordinating and managing the responses to situations that affect the delivery of services. Consistent processes are applied to all Incidents ensuring that they are dealt with promptly and efficiently with a minimum disruption to services.
<i>Incident Management System</i>	An automated system used to track the status of Incident Records defined and maintained by Service Desk personnel. The Incident Management System is integrated into the overall CMS and SKMS.
<i>Incident Record</i>	A record containing the details of an Incident. Each Incident Record documents the Lifecycle of a single Incident and is stored in the Incident Management System.
<i>Incident Response Team</i>	A group of Transport people who prepare for and respond to any Major Incident, such as a natural disaster or an

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	interruption of business operations.
<i>Including (and its derivatives, such as "include" and "includes")</i>	Including without limitation. This term is as defined, whether or not capitalised, in this Agreement.
[Omitted]	
[Omitted]	
[Omitted]	
<i>Information Security Management</i>	The processes relating to managing a defined level of security on information and Services. This includes managing confidentiality, integrity, and availability of data.
<i>Information Security Management (ISM)</i>	The process that ensures the Confidentiality, Integrity, and Availability of Transport's Assets, information, data and IT services. Information Security Management forms part of Transport's approach to Security Management, which has a wider scope than the IT service provider, and includes handling of paper, building access, phone calls, and so forth, for the entire organisation.
<i>Information Security Management System (ISMS)</i>	The framework of policy, processes, standards, guidelines, and tools that ensures Transport can achieve its Information Security Management objectives.
<i>Information Security Policy</i>	The policy that governs Transport's approach to Information Security Management.
<i>Information Technology Infrastructure Library (ITIL)</i>	A set of best practice guidance for IT service management. ITIL is owned by the Office of Government Commerce (UK) and consists of a series of publications giving guidance on the provision of quality IT services, and on the processes and facilities needed to support them.
<i>Infrastructure</i>	The entire portfolio of Equipment, System Software, and Network components required for the integrated provision and operation of Transport's IT systems and Applications.
[Omitted]	
<i>Infrastructure Service</i>	Is a "wholesale" IT Service that is not directly used by the Business, but is required by the IT Supplier so they can provide other IT Services. For example Directory Services, naming services, or communication services. Infrastructure service is a

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	synonym for technical service in ITILv3. These are highly technical and highly shared.
[Omitted]	
[Omitted]	
Initial Term	Has the meaning given to that term in clause 4.1(a) of this Agreement.
Initiatives in Progress	Those initiatives in progress specified in Schedule 14.
Innovation	An object of value and the means of identifying and introducing improvements resulting in an elevated level of business execution. Similar to building blocks, Innovation occurs in primitive components, such as discoveries that occur in labs with science. The Innovations discovered at this level become the basic building blocks used to build and configure other basic components of technology. Innovations in business, process, organisation, and technology may relate to an object, or even to how it is manufactured, assembled or delivered. In either case, it is the process of creating new capabilities based on new or newly configured components and or capabilities. Finally, these new or refined components/capabilities become part of the Supplier's value chain as it seeks to improve its services and products and ultimately how Innovations are applied to Transport needs.
[Omitted]	
Innovation Roadmap	The approach that is bound by an agreed-upon and defined planning horizon, balancing dependencies, priorities, risks and resources to produce a programmed view of initiatives within and across all opportunities required to realise a future state. The initiatives within the roadmap will be prioritized and addressed in a manner that best meets Transport's business. Not all identified initiatives will be acted on, and not all will result in Innovation.
[Omitted]	
Insolvent	<p>The occurrence of any of the following events in relation to a Party:</p> <ul style="list-style-type: none"> (a) an order is made or an application is made to a court for an order that the Party be wound up; (b) an application is made to a court for an order appointing a liquidator or provisional liquidator or a liquidator or provisional liquidator is appointed in respect of the Party; (c) the Party enters into, or resolves to enter into, a scheme of arrangement, deed of company arrangement or composition with, or assignment for the benefit of, all or any classes of its creditors, or it proposes a re-organisation,

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	<p>moratorium or other administration involving any of them;</p> <p>(d) the Party resolves to wind itself up, or otherwise dissolve itself, or gives notice of intention to do so (or the Party's creditors resolve, or give notice of intention, to wind the Party up), except to reconstruct or amalgamate while solvent on terms approved by the other Party or is otherwise wound up or dissolved;</p> <p>(e) the Party is or states that it is unable to pay its debts when they fall due;</p> <p>(f) as a result of the operation of section 459F(1) of the <i>Corporations Act 2001</i> (Cth), the Party is taken to have failed to comply with a statutory demand;</p> <p>(g) the Party takes any step to obtain protection or is granted protection from its creditors, under any applicable legislation or an administrator (including an administrator under Part 5.3A of the <i>Corporations Act 2001</i> (Cth)) is appointed to the Party;</p> <p>(h) a controller (including a receiver or a receiver and manager) is appointed in respect of any property of the Party, or a mortgagee is in possession of any such property; or</p> <p>(i) anything analogous or having a substantially similar direct effect to any of the events specified in paragraphs (a) to (i) above happens under the Law of any applicable jurisdiction.</p>
<i>Integrator Role</i>	The role of the organisation with overall responsibility for the effective end to end integration of Transport's and the Suppliers, processes, tools and data used in the Service Management processes. The Integrator Role is the organisation or its delegated individual responsible for the Service Integration aspects of a process, a part of a process, or of several processes and the related tools and data.
<i>Integrity</i>	The completeness and correctness of data.
[Omitted]	
<i>Interconnect Devices</i>	The devices used to enable a portion of the network to connect with another portion of the Network, either in a dedicated or dialup mode (for example: modems, bridges, routers, hubs, switches, gateways).
[Omitted]	
<i>Interference with Privacy</i>	(a) an interference with the privacy of an individual as that term is defined in the <i>Privacy Act 1988</i> (Cth); or

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	(b) a breach of any requirement of any Privacy Legislation.
[Omitted]	
<i>Intrusion Detection System (IDS)</i>	Software and/or hardware designed to detect unwanted attempts at accessing, manipulating, and/or disabling computer systems, mainly through a network, such as the Internet. These attempts may take the form of attacks - for example: by crackers, malware and/or disgruntled employees.
<i>Invoicing Requirement</i>	The requirements set out in Attachment 4-G (Form of Invoice) of Exhibit 4 (Pricing and Financial Provisions).
<i>ISO 9004:2009</i>	An international standard for quality management.
<i>Issue Notice</i>	Has the meaning given in clause 38.2 of this Agreement.
[Omitted]	
[Omitted]	
<i>IT Operations Management</i>	The function within an IT Service provider that performs the daily activities needed to manage IT services and the supporting IT Infrastructure. IT Operations Management includes IT Operations Control and Facilities Management.
<i>IT Service</i>	A service provided to one or more customers by an IT Service Provider. An IT Service is based on the use of Information Technology and supports the customer's Business Processes. An IT Service is made up from a combination of people, Processes and technology and should be defined in a Service Level Agreement.
<i>IT Service Continuity Management</i>	The process of ensuring that identified IT Services will be available during abnormal situations. It typically involves a detailed assessment of the Business risk of key IT services being lost, and then identifies countermeasures and plans to prevent - or recover from - identified contingencies. See also the definition of Disaster Recovery.
<i>IT Service Continuity Plan</i>	The plan to execute IT Continuity Services. This may also be referred to as a Disaster Recovery Plan.
<i>IT Service Management</i>	Is a lifecycle approach that emphasises the importance of coordination and control across the various people, processes, and technology necessary to manage IT Services. It considers the lifecycle stages (Service Strategy, Service Design, Service Transition and Service Operation), as well as Continuous Improvement of IT Services.
<i>Joint Commercial Forum</i>	Has the meaning given in section 6.1 of Attachment 6A (Governance Committees and Members) of Exhibit 6 (Governance Model).

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Joint Relationship Forum</i>	Has the meaning given in section 5.2 of Attachment 6A (Governance Committees and Members) of Exhibit 6 (Governance Model).
<i>Joint Service Delivery Forum</i>	Has the meaning given in section 5.3 of Attachment 6A (Governance Committees and Members) of Exhibit 6 (Governance Model).
<i>Joint Service Operations Forum</i>	Has the meaning given in section 6.2 of Attachment 6A (Governance Committees and Members) of Exhibit 6 (Governance Model).
<i>Joint Strategic Forum</i>	Has the meaning given in section 5.1 of Attachment 6A (Governance Committees and Members) of Exhibit 6 (Governance Model).
[Omitted]	
<i>Key Supplier Personnel</i>	A limited number of personnel or positions in the Supplier organisation that Transport designates as being critical in the provision of the Services.
<i>Key Supplier Personnel Vetting Protocol</i>	Has the meaning given to that term in clause 20.2(b) of this Agreement.
<i>Key Supplier Positions</i>	Has the meaning given to that term in clause 20.1(a) of this Agreement.
<i>Knowledge Article</i>	Information needed to operate the Transport Service Lifecycle (SLC). Examples of information recorded within a knowledge article would be: Overviews of Transport processes and services provided, Triage instructions for Incident Management, Known errors and workarounds, Frequently asked questions (FAQs) etc.
<i>Knowledge Management</i>	Is the process responsible for activities surrounding the capture, storage and sharing of collective expertise (knowledge).
<i>Known Error</i>	A Problem for which the Root Cause is known and a temporary workaround or permanent alternative has been identified.
<i>Known Error Database (KEDB)</i>	A repository containing all Known Error Records that includes data on the Configuration Items, symptoms, and resolution or circumvention actions relating to all Known Errors. The Known Error Database is part of the Service Knowledge Management System (SKMS).
<i>Known Error Record</i>	A record containing the details of a Known Error. Each Known Error Record documents the Lifecycle of a Known Error, including the status, Root Cause and workaround.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>LAN (Local Area Network)</i>	A local, high-speed Network, consisting of LAN Equipment, Software, Transport Systems, Interconnect Devices, Wiring, and Cabling are used to create, connect, and transmit data, voice, and video signals to, within or among Transport's local-area network segments. LANs are typically confined within limited geographic areas (such as a single building or group of buildings) and offer relatively high data rates, usually above 10 /100 MBPS. LANs typically interconnect Authorised User PCs, local servers, and printers and may connect with WANs.
<i>LAN Equipment</i>	The Equipment and associated attachments, features, accessories, peripherals and Cabling supported or used by Supplier in connection with its provision to the Authorised Users of LAN Services (such as bridges, intelligent and non-intelligent hubs, switches, gateways, remote access devices, intra-building wiring, and associated diagnostic equipment), and all additions, modifications, substitutions, upgrades, or enhancements to such Equipment.
[Omitted]	
[Omitted]	
<i>Law</i>	Laws, acts, ordinances, rules, regulations, other delegated legislation, codes and the requirements and directions of any relevant Commonwealth, State or Local Government Agency, in force from time to time.
<i>Level 1 Support</i>	Support that is provided as the entry point for Incident reports from Authorised Users. If Level 1 personnel cannot resolve the Incident, the Incident is directed to the appropriate Level 2 personnel or Third Party for resolution.
<i>Level 2 Support</i>	Support that serves as a consolidation point for Incidents between Level 1 and Level 3. Level 2 provides a more in-depth technical support level than Tier I as the resources are more experienced and knowledgeable on a particular product or service. If Level 2 personnel cannot resolve the Incident, the Incident is directed to the appropriate Level 3 personnel or Third Party for resolution.
<i>Level 3 Support</i>	Support provided by the personnel or Third Party that is most knowledgeable about the underlying issue or question and that is utilized when efforts to resolve the Incident by Level 1 and Level 2 Support have failed or are bypassed. Incidents are usually reported by Level 1 or Level 2 support personnel, but may be initiated directly by Authorised Users or the Supplier.
<i>Lifecycle</i>	The various stages in the life of an IT Service, Configuration Item, Incident, Problem, Change, and so forth. The Lifecycle defines the Categories for status and the status transitions that are permitted. For example: (a) The Lifecycle of an Application may include: requirements, design, build, deploy, operate, and optimize.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	(b) The Lifecycle of an Incident may include: detect, respond, diagnose, repair, recover, and restore. (c) The Lifecycle of a Server may include: ordered, received, in test, in live, disposed, etc.
Live Environment	A controlled Environment containing live Configuration Items used to deliver IT services to the Business. A Live Environment is synonymous with a Production Environment.
Logical DBA Services	Relates to the logical and development aspects of database administration such as data model design and maintenance, DDL generation, SQL writing and tuning, coding stored procedures, and collaborating with developers to help choose the most appropriate DBMS feature/functionality and other pre-production activities.
Logical Security	Controlling access to information, software, and data by utilising Operating Software parameters and applications level security controls. Logical Security includes the logical separation of processors and disk, and the segregation of reusable storage media.
[Omitted]	
[Omitted]	
Mainframe	A Server that utilises the MVS, VM, or TPF Operating Software.
Maintainability	The ability of an IT component to remain in, or be restored to an operational state.
Major Incident	The highest category of impact for an incident. A major incident results in significant disruption to the business.
[Omitted]	
Major Problem	The highest category of impact for a Problem.
Major Software Release	A new version of Software that includes changes to the architecture and/or adds new features and functionality in addition to the original functional characteristics of the preceding Software release. These releases are usually identified by full integer changes in the numbering, such as from "7.0" to "8.0," but may be identified by the industry as a Major Software Release without the accompanying integer change. See the table immediately below for a list of historical Major Software Releases. Platform Major Software Release Minor Software Release

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	<p>Wintel Desktop Microsoft “enterprise recommended” desktop OS products: Windows 95, Windows 2000, Windows XP Professional OS patches and Service Pack releases: Windows XP Professional SP1, Windows XP Professional SP2</p> <p>Wintel Server Windows NT 3.5, Windows NT 4.0, Windows Server 2003 OS patches and Service Pack releases.</p> <p>IBM AIX AIX 4.1.1, AIX 4.1.3, AIX 5L 5.1</p> <p>MS Exchange Exchange 5.5, Exchange 2003, Exchange 2007 Patches & Service Pack release: Exchange Server 5.5 SP4</p> <p>HP-UX HP-UX 11.0, HP-UX 11.1 (called 11i),</p>
[Omitted]	
<i>Managed Contracts</i>	Means those contracts that are: (a) designated as managed contracts in Exhibit 12 (Third-Party Contracts) or a Project Statement of Work; or (b) deemed to be managed contracts under clause 7.5(b), but not including any Transport Assigned Contracts.
<i>Management Committee</i>	Has the meaning given to that term in section 3.2 of Attachment 6-A (Governance Committee and Members) of Exhibit 6 (Governance Model).
<i>Mandatory Requirements</i>	Means deliverables that are absolutely required by Transport in the form specified.
<i>Master Calendar</i>	Identifies all standing Governance meetings and any significant dates relating to the Agreement.
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
Material	Includes Data, documents, records, software (in both object code and source code form, where such distinction is relevant), information and data however embodied or stored literary works or other works of authorship, such as programs, program listings, programming tools, methodology, user manuals, reports, drawings, and other written documentation and machine-readable text and files.
Mean Time Between Failures (MTBF)	A metric for measuring and reporting Reliability. MTBF is the average time that a Configuration Item or IT Service can perform its agreed function without interruption. This is measured from when the CI or IT Service starts working, until it next fails.
Mean Time Between Service Incidents (MTBSI)	A metric used for measuring and reporting Reliability. MTBSI is the mean time from when a System or IT Service fails, until it next fails. MTBSI is equal to MTBF + MTRS.
Mean Time To Repair (MTTR)	The average time taken to repair a Configuration Item or IT Service after a Failure. MTTR is measured from when the CI or IT Service fails until it is repaired. MTTR does not include the time required to recover or restore.
Mean Time to Restore Service (MTRS)	The average time taken to restore a Configuration Item or IT Service after a Failure. MTRS is measured from when the CI or IT Service fails until it is fully restored and delivering its normal functionality.
Measurement Methodology	The tools, processes, procedures and documentation thereof required to measure, validate, and report performance relative to Service Levels.
[Omitted]	
Messaging Services	A service providing and managing the systems for transmission of electronic messages over a computer network using software that immediately displays the message in a chat window on the screen of the recipient. Also incorporates the feature of presence, whereby the current status of other messaging service users can be viewed, eg online, offline, busy, away, do not disturb. Can be integrated with voice systems to allow the escalation of chat sessions to voice calls (using soft phones) and also to video calls.
Metro	A Transport Site located within the boundaries from the Sydney CBD, to the north to Newcastle, to the South to Kiama and the West to Lithgow.
[Omitted]	
Milestone	A:

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	<ul style="list-style-type: none"> (a) Transition Milestone; (b) Transformation Milestone; or (c) Project Milestone, as applicable.
<i>Milestone Date</i>	Date by which a relevant Milestone must be performed or achieved.
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
<i>Minor Software Release</i>	A scheduled release containing small functionality updates and/or accumulated resolutions to defects or non-conformances made available since the immediately preceding release (whether Major Software Release or Minor Software Release). Minor Software Releases shall include so-called "maintenance releases" or "patches," which vendors may not formally identify as releases with new version numbers. See the example table in the definition of Major Software Release, above.
<i>Mobile Device</i>	Also known as "cell phone", means an electronic device used for full duplex two-way radio telecommunications over a cellular network of base stations known as cell sites. Mobile phones generally provide voice and short message service connectivity; but some mobile phone devices only provide for data connectivity (so-called "cell data cards" or "mobile hotspots") to the cellular network.
<i>Mobile Device Management</i>	Is Technology and services providing management of corporate and/or employee-owned mobile devices including configure settings, security policies, separation of personal and business data/applications and the ability to do remote lock and wipe of devices.
<i>Monitoring</i>	Repeated observation of a Configuration Item, IT Service or process to detect Events and to ensure that the current status is known.
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
[Omitted]	
Month	Means a calendar month during the Term.
Moral Rights	Includes rights of attribution, of integrity, of no false attribution, moral rights within the meaning of the <i>Copyright Act 1968</i> (Cth) and other rights in the nature of moral rights.
MS Project	The Microsoft software product of the same name.
N Release Level	The most recently released and generally available Major Software Release.
N-1 Release Level	The Major Software Release prior to the N Release Level.
N-2 Release Level	The Major Software Release prior to the N-1 Release Level.
Need to Know	Classification of access referring to the restriction placed across the access to data, applications, services or systems to Personnel who must have knowledge of the information to perform their duties. Normally used to indicate the higher levels of restricted access.
Network	Collectively, Transport's Transport Services, WAN, LAN, fixed voice, mobile voice and mobile data communications networks (individually "a Network;" for example, "WAN" or "Standard Voice Network," and collectively, "the Network" or "Network").
Network Intrusion Detection Systems (NIDS)	An intrusion detection system that detects malicious or unwanted activity, such as denial of service attacks, port scans, or attempts to access computers by monitoring network traffic.
Network Intrusion Prevention Systems (NIPS)	An intrusion detection system that not only monitors network and/or system activities for malicious or unwanted behaviour but that also can react, in real-time, to block or prevent those activities.
Network Topology	The arrangement in which the nodes or interfaces to the Network are connected.
[Omitted]	
New Assets	The New (Category A) Assets and the New (Category B) Assets.
New (Category A) Assets	The Equipment and Software identified in Attachment 4-B (Financial Responsibility Matrix) of Exhibit 4 (Pricing and

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	Financial Provisions).as Equipment and Software that will be purchased and owned by the Supplier during the Term.
<i>New (Category B) Assets</i>	The Equipment and Software identified in Attachment 4-B (Financial Responsibility Matrix) of Exhibit 4 (Pricing and Financial Provisions).as Equipment and Software that will be purchased and owned by Transport during the Term.
[Omitted.]	
<i>New Services</i>	Has the meaning given to that term in clause 16.1(a) of this Agreement.
[Omitted]	
[Omitted]	
[Omitted]	
<i>Normal Change</i>	The full model for Changes that must go through assessment, authorisation, and Change Advisory Board agreement before implementation.
[Omitted]	
<i>Objectives</i>	The objectives set out in clause 2 of this Agreement.
[Omitted]	
[Omitted]	
[Omitted]	An internal operating level agreement covering the agreed procedures that the Supplier and a Third Party Supplier nominated by Transport under clause 13.1(b) of this Agreement are required to follow in providing information technology services to Transport, in the form set out in Attachment 6-D (Operating Level Agreement) of Exhibit 6 (Governance Model) or in such other form agreed by the Parties and the relevant Third Party Supplier(s) entering into that agreement. For the avoidance of doubt, Operational Level Agreements are internal agreements (external agreements are Underpinning Contracts).
<i>Operating Software (Operating System)</i>	The software control program in a CPU that provides the interface to the CPU and its associated hardware, as well as the usage and allocation of memory resources, processor resources, input/output resources, and security resources.
<i>Operating System</i>	Has the same meaning as Operating Software.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
Operating System Instance <i>(OS Instance)</i>	The Operating Systems kernel process that manages the following: (a) all of a discrete subset of the Application Server's persistent storage (disk), volatile storage (memory) and central processing units; and (b) a single list of processes (process table).
Operations Bridge	A physical location from which IT services and IT Infrastructure are monitored and managed.
Organisational Innovation	A better organisational structure by configuring and designing new functions that improve the efficiencies, quality and cost of the organisation.
Outage	Any unplanned disruption to the Availability of a System, Service, Application, Component, or other IT resource. For the absence of doubt, an "unplanned disruption" is any unplanned reduction in Availability, not simply unavailability.
[Omitted]	
[Omitted]	
[Omitted]	
Owner Roles	Are the individuals accountable for different aspects of the end to end lifecycle of a service. Owner of a service - this can be a Business Owner, IT Service Owner or Delivery Owner depending on the type of service.
[Omitted]	
Parties	Transport and the Supplier, and Party means either one of them.
Party (Parties)	A legal entity that is bound by the Agreement.
[Omitted]	
Performance	A measure of what is achieved or delivered by a System, person, team, Process or IT Service.
[Omitted]	
[Omitted]	
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Perimeter Intrusion Detection System</i>	A system, or series of systems, designed to detect and deter physical breaches of the Data Centre exterior.
<i>Permanent Corrective Action (PCA)</i>	A component of Problem Management, a Permanent Corrective Action is an output that defines a permanent resolution for a Problem record.
<i>Personal Information</i>	Any personal information coming within the definitions of that term defined in the Privacy Legislation.
<i>Personnel</i>	Employees, secondees, agents and contractors who are individuals, and includes employees and contractors (who are individuals) of sub-contractors.
<i>Physical DBA Services</i>	Relates to the physical aspects of database administration such as DBMS installation, configuration, patching, upgrades, backups, restores, refreshes, performance optimisation, maintenance, and disaster recovery.
<i>Physical Security</i>	Physical Security describes Security measures that are designed to deny unauthorised access to Facilities, Equipment and resources, and to protect personnel and property from damage or harm.
<i>Plant</i>	The necessary infrastructure used in support and maintenance of the Data Centre facility.
[Omitted]	
<i>Portfolio Owner</i>	Is a Transport Senior executive who owns a group of Services and is accountable for the end to end delivery and outcome to the Authorised users.
<i>Portfolio Service</i>	Represents the governance relationship between a group of IT Services.
<i>Post Implementation Review</i>	(Also known as: Post Project Review) means an assessment of business benefits delivered after the project products have been put into use.
<i>Post Problem Report (PPR)</i>	A report supplying Problem-related information to the other Service Management processes. This report includes detail like the nature of the Problem, estimated completion time, description of root cause, potential corrective action and if the problem was a repeat.
<i>PPSA</i>	Means the <i>Personal Property Securities Act 2009</i> (Cth) or any similar legislation.
<i>PPSA Security Interest</i>	Has the same meaning as in the PPSA.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Priority	Means the relevant Priority Level assigned to a Incident, Problem of Change.
[Omitted]	
Privacy Legislation	<ul style="list-style-type: none"> (a) the <i>Privacy and Personal Information Protection Act 1998</i> (NSW); (b) the <i>Privacy Act 1988</i> (Cth); (c) any legislation (to the extent that such legislation applies to Transport or the Supplier or any other recipient of Protected Information) from time to time in force in any Australian jurisdiction (which includes the Commonwealth of Australia and any State or Territory of Australia) or non-Australian jurisdiction (to the extent that a Eligible Recipient or any Protected Information of the Supplier is subject to the laws of that jurisdiction) affecting privacy, Personal Information or the collection, handling, storage, processing, use or disclosure of data; and (d) any ancillary rules, guidelines, orders, directions, directives, codes of conduct or other instruments made or issued thereunder, as amended from time to time.
Problem	A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is responsible for further investigation.
Problem Management	Is the process responsible for managing the lifecycle of all problems. Effective Problem Management proactively prevents incidents from happening repeating and minimises the impact of incidents that cannot be prevented. The process ensures that Root Cause and Corrective Actions required for a permanent resolution are identified and implemented.
Problem Management System	An automated system used to track the status of Problem Records. The Problem Management System is integrated into the overall CMS and SKMS.
Problem Manager	The individual who has responsibility for all Problem Management activities within an organisation.
Problem Record	A record containing the details of a Problem. Each Problem Record documents the Lifecycle of a single Problem.
Process or Processes	A particular combination of know-how, equipment, computer software and/or other technology used to deliver a service outcome.
Process , in relation to	Collecting, recording, organising, storing, adapting, altering, retrieving, consulting, using, disclosing, making available,

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
clause 25 of this Agreement	combining, blocking, erasing and destroying Personal Information. Process includes related terms such as "Processing".
<i>Process Innovation</i>	Better methods by identifying and applying novel improvements to processes, and/or the application of new or improved technology.
<i>Process Owner</i>	Is a Transport employee role that is accountable for the effective evolution and delivery of an ITSM process incorporating metrics, measures and leadership in communities that inform iterative improvements to the process.
<i>Process Specific Role</i>	Are roles that apply to specific Service Management processes or other related process / lifecycles.
<i>Production Environment</i>	Has the same meaning as Live Environment.
[Omitted]	
<i>Project</i>	A discrete unit of non-recurring work to design, develop, build, supply, test and/or implement, install or deploy a solution to be operated by Transport or the Supplier, and that does not otherwise form part of the Services under this Agreement.
<i>Project Deliverable</i>	A work product or other material that Supplier is (or Supplier's Personnel are) required to create for and deliver to Transport under a Project.
<i>Project Fees</i>	Charges incurred as the result of a Project.
[Omitted]	
<i>Project Management Methodology</i>	The method a firm follows in its disciplined planning, organisation, motivating and controlling resources to achieve specific Project goals.
<i>Project Manager</i>	Has the meaning given to that term in clause 26.2(c) of this Agreement.
<i>Project Milestone</i>	A milestone set out in a Project Statement of Work.
<i>Project Statement of Work</i>	A statement of work or similar document approved and executed by the Parties pursuant to clause 16.7 of this Agreement. A Project Statement of Work will describe the scope of work to be performed and the Services and Deliverables to be supplied in a Project, the schedule of the Project, the Fees associated with the Project and any special terms relating to the Project. Each Project Statement of Work is to be in substantially the same format as the template set out in Exhibit 9 (Projects) to this Agreement.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Project Statement of Work Term</i>	Has the meaning given to that term in clause 4.4 of this Agreement.
[Omitted]	
[Omitted]	
<i>Protected Information</i>	Any Personal Information (including tax file numbers, credit information files or credit reports or any other information about an individual), whether in a written, oral or other form, in respect of which the Supplier, Transport or any Eligible Recipient: <ul style="list-style-type: none"> (a) has a duty not to engage in any act or practice which constitutes an Interference with Privacy; (b) or is required to undertake a specified act or practice, or to provide specified protection, where failure so to do or provide is an Interference with Privacy; and (c) any information which Transport or any Eligible Recipient must at Law or in equity keep confidential.
<i>Public Transport Agency</i>	Has the meaning given in the Transport Administration Act.
<i>Purpose</i>	Has the meaning given to that term in Attachment 6-C (Dispute Resolution Procedures) of Exhibit 6 (Governance Model).
<i>Quality Assurance (QA)</i>	The process responsible for ensuring that the quality of a product, service, or process will provide its intended value through maintenance and improvement.
<i>Railway Station/s or Station/s</i>	Any railway station/s owned or controlled by Transport.
<i>Recipient</i>	Has the meaning given in clause 17.7(e) of this Agreement.
<i>Recovery Services</i>	The recovery services specified in the current Disaster Recovery Plan.
[Omitted]	
[Omitted]	
<i>Refresh</i>	The upgrading and/or replacing of Equipment and Software during the Term in accordance with the requirements of the Agreement. Refreshed takes the corresponding meaning.
<i>Refresh Cycle</i>	Means the maximum number of years before each item of Equipment or Software is Refreshed.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
Regional	All other Transport Sites outside the area defined as Metro.
[Omitted]	
Related Company	"Related body corporate" as that expression is defined in the <i>Corporations Act 2001</i> (Cth).
Relationship Manager	Has the meaning given to that term in clause 26.2 of this Agreement.
Release	A collection of hardware, software, documentation, processes, or other Components required to implement one or more approved Changes to IT services. The contents of each Release are managed, Tested, and Deployed as a single entity.
Release Date	The date of the release of a new version, patch, upgrade or other change to a software package that would require a new release number or code.
Release Deployment	The activity responsible for movement of new or changed hardware, software, documentation, process, and so forth, to the Live Environment. This is also referred to as a roll-out.
Release and Deployment Management	Is the process responsible for controlling the release of new configuration items / assets (application, software or hardware) into the controlled environment using SLC. It involves controlling the deployment or roll out of multiple changes to one or more environments or services.
Release Management	The process responsible for planning, scheduling, and controlling the movement of Releases to Test and Live Environments. The primary objective of Release Management is to ensure that the integrity of the Live Environment is protected and that the correct Components are released.
Release Unit	Components of an IT Service that are normally released together. A Release Unit typically includes sufficient Components to perform a useful function. For example, one Release Unit could be a Desktop PC, including hardware, Software, licenses, documentation, and so forth. A different Release Unit may be the complete Payroll Application, including IT operations procedures and user training.
Reliability	A measure of how long a Configuration Item or IT Service can perform its agreed Function without interruption. Usually measured as MTBF (Mean Time Between Failures) or MTBSI (Mean Time Between Service Incidents). The term Reliability can also be used to state how likely it is that a process, function, and so forth, will deliver its required outputs.
Remote Systems	Maintaining and operating computer systems from a location that is different that the location of the computer systems being

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Administration</i>	maintained or operated.
<i>Repeat Incident</i>	A "Repeat Incident" is an Incident that has previously had an associated Problem record that has been processed through Error Control (Problem Management) and had a PCA (Potential Corrective Action) promoted to the controlled environment during the Measurement Period.
<i>Repeat Problem</i>	A "Repeat Problem" is a Problem that has been processed through the Problem Management process but has been determined by Transport to be an ineffective solution to the original Problem.
<i>Reports</i>	Has the meaning given to that term in clause 26.1(a) of this Agreement. A reference to a specific "Report" (for example, a 'Conference Summary Report') is a reference to a report as set out in Attachment 13-A (Description of Service Reports) of Exhibit 13 (Service Reports) or a Project Statement of Work.
<i>Request for Change (RFC)</i>	A formal proposal for a Change to be made. An RFC includes details of the proposed Change, and may be recorded on paper or electronically. For the avoidance of doubt, an RFC is not synonymous with "Change Record" or "Change."
[Omitted]	
<i>Request Fulfilment</i>	The process responsible for managing the Lifecycle for all Service Work Requests (SWR).
<i>Required Consent(s)</i>	All consents required to implement any transfer of assets or to secure any rights of use of, or access to, any assets required by the Supplier in providing the Services, including Equipment, Software, or Third-Party Contracts.
<i>Required Insurance</i>	Has the meaning given to that term in clause 29.1 of this Agreement.
[Omitted]	
<i>Residual Supplier Assets</i>	Has the meaning given in clause 6.4 of the Agreement.
<i>Resilience</i>	The ability of a Configuration Item or IT service to resist Failure or to recover quickly following a Failure.
<i>Resolution</i>	In relation to the Resolution of Incidents, takes the meaning given to that term in each applicable Service Level.
[Omitted]	
[Omitted]	
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Resources	Personnel, premises, facilities, software, hardware, tools (including third party tools), procedures, processed and other resources.
[Omitted]	
[Omitted]	
Risk Level	A measurement of risk calculated by multiplying (or considering): a) the likelihood of occurrence; by b) the consequence of the considered event to the Business.
Risk Management	Is the process responsible for identifying, assessing and managing Risks. Risk Management can be quantitative (based on numerical data) or qualitative.
Role	A set of responsibilities, activities and authorities granted to a person or team.
Root Cause	The underlying or original cause of an Incident or Problem.
Root-Cause Analysis (RCA)	An activity that identifies the Root Cause of an Incident or Problem. RCA typically concentrates on IT Infrastructure failures.
Safe Work Method Statement (SWMS)	A document that identifies work, health and safety hazards at a site and how they will be controlled.
Scheduled Uptime	That period of time (days of the week and hours per day) during which a particular System, Application, Software, hardware, Network, or any other part of the Services is expected to be available during the Measurement Period.
Secure Library	A collection of Software and electronic CIs (documents) of a known type and status.
Secure Store	A secure location where IT Assets are physically stored.
Security	Ensuring that Services are used in an appropriate way by the appropriate people.
Self Service	Self Service is a blend of customer-initiated interaction technologies that are designed to enable customers to service themselves. It includes electronic records management systems, chat and knowledge bases.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Server	Any computer that provides shared processing or resources (such as printer, fax, Application processing, database, mail, proxy, firewalls, and backup capabilities) to Authorised Users or other computers over the Network. A Server includes associated peripherals - such as local storage devices, attachments to centralized storage, monitor, keyboard, pointing device, tape drives, and external disk arrays - and is identified by a unique manufacturer's serial number.
Serviceability	The ability for the Supplier to maintain the availability of a component or Service.
Service Asset and Configuration Management (SACM)	The process responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed. The process responsible for adding & maintaining configuration & relationship information about IT Assets or 'Configuration Items (CIs)' that make up IT Services. This data is managed throughout the Lifecycle of a CI.
Service Capacity Management	The processes for managing the performance of the Services provided to Transport's Authorised Users, including measurement of Service Level results obtained.
[Omitted]	
[Omitted]	
[Omitted]	
Service Commencement Date	In respect of each component of the Services, the date on which Transport notifies the Supplier that it is satisfied that the Transition Services are complete for such component of the Services, that the Supplier has met the criteria for successfully exiting the Transition phase as set forth in the agreed-to Transition Plan for that component of the Services, and the Supplier is therefore fully responsible for delivery of the Services.
Service Component	Is a Component of a Service.
Service Delivery Committee	See the definition of Joint Service Delivery Forum.
Service Delivery Manager	Has the meaning given to that term in clause 26.2(b) of this Agreement.
Service Design	Is the Lifecycle stage that identifies requirements and a solution to meet these requirements.
Service Design Package	A document(s) defining all aspects of an IT Service and its requirements through each stage of its lifecycle. A Service

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	Design Package is produced for each new IT Service, major Change, or IT Service Retirement.
Service Desk	Those people and facilities that serve as the initial point of contact for Authorised Users for technical support for Incidents and Service Work Requests.
Service Desk Function	Is the Single Point of Contact between the IT Service provider and the Users. A typical Service Desk manages Incidents and Service Work Requests, and also handles communication with the Users.
Service Desk Services	The service desk services performed by Transport or a Third Party Supplier.
Service Failure Analysis (SFA)	A technique that identifies underlying causes of one or more IT service interruptions. Service failure analysis identifies opportunities to improve the IT service provider's processes and tools, and not just the IT infrastructure. It is a time constrained, project-like activity, rather than an ongoing process of analysis.
Service Improvement Plan (SIP)	(ITIL Continual Service Improvement) A formal plan to implement improvements to a process or IT service. In the context for a Supplier it is required to formalise the recovery from repeat failure of contracted Service Levels.
Service Integration and Procedures Manual (SIPM)	A repository for where the responsibilities of the Supplier and Transport should be clearly indicated within the document (including specific responsibilities by job title or function). The manual will be used jointly by the Parties to assist with overall coordination and communication regarding the Agreement.
Service Knowledge Management System (SKMS)	A set of tools and databases that are used to manage knowledge and information. The SKMS includes the Configuration Management System, as well as other tools and databases. The SKMS stores, manages, updates, and presents all information needed to manage the full Lifecycle of IT services.
[Omitted]	
[Omitted]	
[Omitted]	
Service Level Effective Date	The date on which a Service Level is in effect, and is the relevant Service Commencement Date unless indicated otherwise in Attachment 03-A (Service Level Matrix).
Service Level Management	Is the process responsible to maintain and improve the IT Service quality through the constant cycle of agreeing, monitoring and reporting upon IT service achievements and the instigation of actions to eradicate poor service - in line with business or

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	cost justification.
<i>Service Level Performance</i>	In respect of each Service Level, the Supplier's actual performance of the Services against such Service Level in the relevant period.
<i>Service Level Posting</i>	The posting to the Supplier Service Level Performance Web site and certification as "final results" of Service Level Performance measurement data.
<i>Service Levels</i>	A metric used to describe Suppliers' performance of the Services as set out in Attachment 3-B (Critical Service Levels and Key Measurements) of Exhibit 3 (Service Level Management) as may be changed in accordance with section 8 of Exhibit 3 (Service Level Management)) and any other service levels set out in a Services Schedule or Project Statement of Work.
<i>Service Management</i>	A process based practise intended to align the delivery of information technology services with the needs of the enterprise.
<i>Service Management Processes</i>	Are processes and procedures used by the Supplier to deliver the Services, as set out in Attachment 6-B (Service Integration and Procedures Manual)
<i>Service Management Lifecycle</i>	An approach to IT Service management that emphasises the importance of coordination and control across the various functions, processes, and Systems necessary to manage the full lifecycle of IT Services. The service management Lifecycle approach considers the Strategy, Design, Transition, Operation, and Continuous Improvement of IT Services.
<i>Service Management Package</i>	Is a pack of documents used to deploy, change, maintain, operate and manage your IT Service. This is known as the Service Design Package in ITIL.
<i>Service Operations</i>	Is the Lifecycle stage that provides day-to-day management of an IT Service and its components.
<i>Service Operations Processes</i>	Those processes needed by the Supplier to deliver the Services, which are set out in the Service Integration & Procedures Manual.
<i>Service Owner</i>	Is the Transport employee who is accountable for the end to end delivery of the Service. This role operates in accordance with the Transport Service Owners Handbook (SOH).
<i>Service Owners Committee</i>	Is a formal forum where Transport Service Owners meet to discuss the performance of their Services and identify opportunities for improvement. Input into this forum is generally from the Transport CSIP process.
<i>Service Owners Handbook</i>	Is a Transport document that gives Service Owners guidance on their responsibilities in effective lifecycle management of a

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	Service.
[Omitted]	
[Omitted]	
<i>Service Strategy</i>	A stage in the Lifecycle of a service. Service Strategy defines the perspective, position, plans and patterns that a service provider needs to execute to meet an organisation's business outcomes. Service strategy includes the following processes: strategy management for IT services, service portfolio management, financial management for IT services, demand management and business relationship management. Although these processes are associated with service strategy, most processes have activities that take place across multiple stages of the service lifecycle.
<i>Service Transition</i>	Is a Lifecycle stage that moves an IT Service or its components from one lifecycle status to the next.
<i>Service Validation and Testing</i>	Is a Process responsible for Validation and Testing of a new or Changed IT Service. It ensures that the IT Service matches its Design Specification and will meet the needs of the Business. Embedded in SLC - Test Discipline.
<i>Service Variation</i>	A variation or change to the Services in accordance with clause 16 of this Agreement.
<i>Service Variation Form</i>	Means the service variation form set out in Exhibit 23 (Service Variation Form)
<i>Service Variation Procedures</i>	Has the meaning given to that term in clause 16.1 of this Agreement.
<i>Service Variation Proposal</i>	Has the meaning given to that term in clause 16.2 of this Agreement.
<i>Service Work Request (SWR)</i>	A request from an Authorised User for information, or advice, or for an approved Transport activity.. Service Work Requests can be initiated and managed through assisted and non assisted means by a Service Desk or a Self Service portal which constitutes a Service Catalogue.
<i>Services</i>	Has the meaning given to that term in clause 5.1 of this Agreement.
<i>Single Point of Contact (SPOC)</i>	Providing a single consistent way to communicate with an organisation or Business Unit. For example, a Single Point of Contact for an IT service provider is usually called a Service Desk.
<i>Single Point of Failure (SPOF)</i>	Is a part of a system which, if it fails, will stop the entire system from working.
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
Site Lease	The terms on which Transport or an Eligible Recipient occupies any Site.
Sites Management	The function responsible for managing the physical Environment where the IT Infrastructure is located. Facilities Management includes all aspects of managing the physical Environment, such as power and cooling, building Access Management, and Environmental Monitoring.
[Omitted]	
SOC 2 (Type 2)	Is a type of audit report developed by the American Institute of Certified Public Accountants awarded to suppliers demonstrating a defined level of security controls.
Soft IMAC	An approved Software IMAC request received from Transport, for which the IMAC can be performed concurrently with remote element management tools and does not require any physical on-site intervention. A Software patch or error correction upgrade will not be considered as a Soft IMAC.
Software	Any Application Software or System Software.
Software Media Library	See Definitive Media Library.
Source Code	(a) the source code of the software; and (b) associated software, including scripts and applets, collectively comprised in a complete copy of the software in executable form and all other information and documentation necessary to efficiently operate such executable copy of the software and to modify and maintain the software in good working order including, without limitation, all technical documentation and work records in respect of the development of the software.
Source Materials	The Source Code in respect of any Software which forms part of the New Transport Material.
[Omitted]	
Special Conditions	The special conditions set out in a Project Statement of Work.
[Omitted]	
Standard Products	Minimum Equipment and Software requirements and/or specific Equipment and Software that are designated as being in

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	standard use within Transport.
Statement of Work	Has the meaning given in Exhibit 2 (Statements of Work Introduction).
Station Manager	The manager of the relevant Railway Station, as appointed by Transport from time to time.
Strategy Management (for IT Services)	Is the Process responsible for determining which services the IT organisation is to offer and what capabilities need to be developed. It assesses provider offerings, capabilities to develop and implement a strategy to serve our customers.
Strong Authentication Service	A Service that uses two or more factors, one of which must be a physical factor, to authenticate or verify a person's identity for security purposes and which is intended to deliver a higher level of authentication assurance.
Subcontractor Confidentiality Deed	Means a deed in the form of Exhibit 25 (Subcontractor Confidentiality Deed).
Subcontractor Statutory Declaration	Means a declaration in the form of Exhibit 26 (Subcontractor Statutory Declaration).
[Omitted]	
[Omitted]	
Successor	Transport or its designee.
Supplier Account Executive	Is the Supplier officer who is responsible for the overall relationship with Transport, including liaison, guidance, escalation, and objective setting / achievement. And also has the meaning given to that term in section 4.2.1 of Exhibit 6 (Governance Model).
Supplier Account Manager	Has the meaning given to that term in section 4.2.2 of Exhibit 6 (Governance Model).
Supplier Chief Technology Officer for Transport	Has the meaning given to that term in section 4.2.6 of Exhibit 6 (Governance Model).
[Omitted]	
Supplier Environment	The computing Environment provided or serviced by the Supplier (including the Supplier Materials, the Third Party Materials and any computer, communications and other Equipment owned or leased by the Supplier and used by the Supplier to provide the Services and all associated accessories and peripherals).

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Supplier Equipment</i>	Any hardware or other equipment which is used by or on behalf of the Supplier in the course of performing the Services.
<i>Supplier Head of IT Service Delivery</i>	Has the meaning given to that term in section 4.2.4 of Exhibit 6 (Governance Model).
<i>Supplier Library</i>	The Supplier version of its Definitive Media Library.
<i>Supplier Management</i>	Is the Process responsible for ensuring that all Contracts with Suppliers support the needs of the Business, and that all Suppliers meet their contractual commitments. Supplier Management is also responsible for understanding the entire Supply Chain, which includes Suppliers to the IT service provider's own major Suppliers.
[Omitted]	
[Omitted]	
<i>Supplier Performance Manager</i>	Has the meaning given to that term in section 4.2.7 of Exhibit 6 (Governance Model).
<i>Supplier Personnel</i>	The Personnel of the Supplier.
[Omitted]	
[Omitted]	
<i>Supplier Transformation Manager</i>	A Supplier senior project manager who will have overall responsibility for the management, performance, and delivery of Transition and who will be a dedicated escalation point of contact for Transport in respect to Transition.
[Omitted]	
[Omitted]	
<i>System Management</i>	That part of IT Service Management that focuses on the management of IT Infrastructure rather than process.
<i>System(s) Software</i>	Those programs and software, including documentation and materials, that perform tasks basic to the functioning of the computer hardware, or that are required to operate the Applications, or otherwise support the provision of Services by Supplier. Systems Software includes Operating Software, systems utilities, print software, Middleware and any other software not designated as Applications.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
<i>Tape Library</i>	A storage device containing one or more tape drives, slots to store tape cartridges and an automated method for loading tapes.
<i>Taxes</i>	Taxes, levies, imposts, deductions, charges, withholdings and duties imposed by any Government Agency (including, without limitation, stamp and transaction duties, together with any related interest, penalties, fines and expenses in connection with them) whenever such taxes, levies, imposts, deductions, charges, withholdings and duties arise, but does not include GST.
<i>Technical Management</i>	Function responsible for providing technical skills in support of IT Services and management of the IT Infrastructure. Technical Management defines the Roles of Support Groups, as well as the tools, Processes and Procedures required.
<i>Technical Service Catalogue</i>	One of the two facets of the Service Catalogue that show IT services related to the IT Infrastructure, including any supporting and shared services and the CIs that support the provision of the IT services. This view is the technical view and is not presented to Transport's Business.
[Omitted]	
<i>Technical Steering Committee</i>	Has the meaning given to that term in section 8 of Attachment 6-A (Governance Committee and Members) of Exhibit 6 (Governance Model).
<i>Technology</i>	Is the making, modification, usage and knowledge of tools, machines, techniques, crafts, systems and methods of organisation, in order to solve a problem, improve a pre-existing solution to a problem, achieve a goal, handle an applied input/output relation or perform a specific function. It can also refer to the collection of such tools, including Equipment, Software modifications, arrangements and procedures.
<i>Technology Innovation</i>	Better products and services through the unique application of new and/or improved technology.
<i>Technology Solution</i>	Technology components - hardware (HW), software (SW), database (DB), desktops, network etc.
<i>Term</i>	Has the meaning given to that term in clause 4.1 of this Agreement.
<i>Termination Assistance</i>	Has the meaning given to that term in clause 36.2(b) of this Agreement.
[Omitted]	

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
[Omitted]	
Termination Assistance Manager	Has the meaning given to that term in Section 1.5 of Exhibit 17 (Termination Assistance).
Termination Assistance Period	Has the meaning given to that term in clause 36.2(a) of this Agreement.
Termination Assistance Plan	The termination assistance plan approved in accordance with clause 36.1, and which will be set out as required Attachment 17-A (Termination Assistance Plan) of Exhibit 17 (Termination Assistance).
Termination Assistance Services	The services the Supplier will perform during Termination Assistance.
Termination Date	The earlier of either: (a) the date of expiry of this Agreement (including the expiry of any Disengagement Assistance); and (b) the date on which this Agreement is terminated in accordance with its terms.
[Omitted]	
Test Environment	A controlled Environment used to test Configuration Items, Builds, IT services, processes, and so forth.
Third Party	A legal entity, company, or person(s) that is not a Party to the Agreement, and is not an Affiliate of a Party.
Third-Party Contract(s)	Those agreements where a Third Party is providing products or services to Transport that relate to or support the Services, including any licenses, leases, and service contracts.
Third Party Materials	Software and other Materials owned by a Third Party
Third Party Supplier / Third Party Vendor	Has the meaning given to that term in clause 13 of this Agreement.
Threshold	The value of a metric that should cause an Alert to be generated, or management action to be taken. For example: "Priority1 Incident not solved within 4 hours", "more than 5 soft disk errors in an hour", or "more than 10 failed Changes in a month."
Throughput	A measure of the number of transactions or other operations performed in a fixed time. For example, 5000 e-mails sent per

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	hour, or 200 disk input/output (I/Os) per second.
<i>Tower</i>	A general grouping of related services that are described within a Statement of Work, namely Centralised Computing, Mainframe, Servers, End-User Computing, Cross Functional, ADM Services, Managed Network Services, and so forth.
[Omitted]	
[Omitted]	
<i>Transformation</i>	In respect of each component of the Services, the period commencing on the relevant Service Commencement Date and expiring on Transformation Completion for such component of the Services, during which the Supplier must provide the Transformation Services, and also has the meaning given in section 1.1 of Exhibit 18 (Transformation).
[Omitted]	
[Omitted]	
[Omitted]	
<i>Transformation Date</i>	The date by which a plan or revised plan (as applicable) is to be implemented.
<i>Transformation Milestone</i>	A milestone during Transformation as set out in the Transformation Plan.
<i>Transformation Milestone Date</i>	The date on which a Transformation Milestone is to be met, as set out in the Transformation Plan.
<i>Transformation Plan</i>	The Transformation Plan set out in Exhibit 18 (Transformation).
<i>Transformation Plan Description</i>	The Transformation Plan Description set out in Attachment 18-A (Transformation Plan Description) to Exhibit 18 (Transformation), which will be used to describe the Transformation Plan methodology, timing, and other aspects of the Transformation to allow Transport to evaluate the proposal.
<i>Transformation Project Plan</i>	Has the meaning given to that term in section 2.2.1 item 1 of Exhibit 18 (Transformation).
<i>Transformation Risk Management Plan</i>	The risk management processes and contingency plans set out in Attachment 18-B (Transformation Risk Management Plan) of Exhibit 18 (Transformation) designed to avoid any potential risks connected with the Transformation and to provide for rapid recovery in case of any Incidents. The plan will include a description of risk management process and the specific risk, the potential impact, the likelihood the risk will occur, the potential mitigation actions, and the status of implementing the

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	mitigation actions related to the Transformation.
[Omitted]	
<i>Transition</i>	All the functions and services the Supplier will plan and complete that are necessary to accomplish the Transition Services and to transfer the services from Transport and the Third-Party Vendors currently performing the services to the Supplier in accordance with and on or before the applicable dates specified in the Transition Plan.
[Omitted]	
[Omitted]	
<i>Transition Deliverables</i>	The agreed activities and the major deliverables set out in the Transition Plan.
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
[Omitted]	
<i>Transition Plan</i>	The Supplier's Transition Plan Description, the Transition Project Plan, and the Transition Risk Management Plan, defining the Suppliers plan for migrating responsibility for the Services in a manner so as to meet the agreed Transition Milestones and ensure Acceptance of the Transition Deliverables, developed in accordance with Exhibit 16 (Transition) and as amended in accordance with clause 7 of the Agreement.
<i>Transition Plan Description</i>	Has the meaning given to that term in section 2.2 of Exhibit 16 (Transition).
<i>Transition Planning and Support</i>	The process responsible for planning all Service Transition processes and coordinating the resources that they require. These Service Transition processes are Change Management, Service Asset and Configuration Management, Release and Deployment Management, Service Validation and Testing, Evaluation, and Knowledge Management.
<i>Transition Project Plan</i>	The Microsoft Project format project plan showing the detailed task-level view of the activities to be performed as part of the Transition Plan.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Transition Risk Management Plan</i>	The risk management processes and contingency plans designed to avoid any potential risks connected with the Transition and to provide for rapid recovery in case of any Incidents. The plan will include a description of risk management process and the specific risk, the potential impact, the likelihood the risk will occur, the potential mitigation actions, and the status of implementing the mitigation actions related to the Transition.
<i>Transition Services</i>	Those tasks, functions, responsibilities, and services that Supplier is to perform in relation to the Transition and preparation for the delivery of the Services by the Supplier in accordance with the Agreement as described in section 1.2 of Exhibit 16 (Transition) and set out in the relevant Transition Plan.
<i>Transport Administration Act</i>	The <i>Transport Administration Act 1988</i> (NSW).
<i>Transport Affiliate</i>	An Affiliate of Transport.
<i>Transport Approved Protocol Requirements</i>	Has the meaning given to that term in clause 20.2(b) of this Agreement.
[Omitted]	
<i>Transport Beneficiaries</i>	Refer to the defined term Eligible Recipients in this Exhibit 1 (Definitions).
<i>Transport Cluster</i>	All the Eligible Recipients that are also a member of the Transport organisation, for example State Rail, Roads and Maritime Services.
<i>Transport Cluster Member</i>	An Eligible Recipient that is a member of the Transport organisation, for example State Rail, Roads and Maritime Services. See also "Cluster Member".
<i>Transport Cluster Member Representative</i>	Has the meaning given to that term in section 4.1.6 of Exhibit 6 (Governance Model).
<i>Transport Commercial Manager</i>	Has the meaning given to that term in section 4.1.3 of Exhibit 6 (Governance Model).
<i>Transport Contract Executive</i>	The Transport officer who is responsible for the overall relationship with the Supplier, including liaison, guidance, escalation, and objective setting / achievement.

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Transport Facilities</i>	The entire medium over which Transport takes place, including the Equipment and associated attachments, features, accessories, peripherals, and Cabling supported or provided by Supplier in connection with Transport Services (such as data-access lines and circuits; voice-access lines and trunks; ISDN lines; copper and fiber; microwave, and satellite, routers, hubs, switches, PBXs, and so forth).
<i>Transport General Manager, Commercial Management</i>	Has the meaning given to that term in section 4.1.2 of Exhibit 6 (Governance Model).
<i>Transport Group CIO</i>	Has the meaning given to that term in section 4.1.1 of Exhibit 6 (Governance Model).
<i>Transport Head of IT Service Delivery</i>	Has the meaning given to that term in section 4.1.9 of Exhibit 6 (Governance Model).
<i>Transport Information</i>	All information, in any form, furnished or made available directly or indirectly to the Supplier by Transport or otherwise obtained by the Supplier from Transport and includes Transport Confidential Information, Transport Materials, and Transport Data.
<i>Transport IT Architecture Manager</i>	Has the meaning given to that term in section 4.1.7 of Exhibit 6 (Governance Model).
<i>Transport Materials</i>	Any Materials, trade secrets or trademarks owned by or licensed to Transport or Eligible Recipient (excluding any New Contract Materials, Background Supplier Materials or Third Party Materials).
<i>Transport Performance Manager</i>	Has the meaning given to that term in section 4.1.10 of Exhibit 6 (Governance Model).
<i>Transport Service Delivery Manager(s)</i>	Has the meaning given to that term in section 4.1.8 of Exhibit 6 (Governance Model).
<i>Transport Service Integration Manager</i>	The Transport role with overall responsibility for the effective end to end integration of Transport's and the Suppliers, processes, tools and data used in the Service Management processes, and also has the meaning given to that term in

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	section 4.1.4 of Exhibit 6 (Governance Model).
[Omitted]	
Transport Systems	All Transport Facilities and associated Software supported or provided by Supplier in connection with the provision, monitoring, or management of Transport Services.
Transport Transformation Manager	Transport's dedicated point of contact for Transformation.
Transport Transition Manager	A Transport project manager who will oversee the Transition and be the single point of contact for the Supplier Transition Manager. And also has the meaning given to that term in section 4.1.5 of Exhibit 6 (Governance Model).
Unauthorised	Lacking official permission to or approval for.
Underpinning Contract (UC)	A contract between an IT service provider and a Third Party. The Third Party provides goods or services that support delivery of an IT service to Transport's Business. The Underpinning Contract defines targets and responsibilities that are required to meet agreed levels of service.
UNIX	Refers to the operating systems compliant with, or derived from, the original UNIX operating system developed by AT&T. UNIX operating systems currently in use at Transport include Oracle's Solaris operating system and IBM's AIX operating system.
[Omitted]	
Unserviceable Equipment	Equipment which Transport has agreed, pursuant to Exhibit 3 (Service Level Management) Section 6.0 Subsection 1.5, as Equipment that Supplier is no longer required to repair should said Equipment partially or fully fail.
Urgency	A measure of how long it will be until an Incident, Problem or Change has a significant Impact on the Business. Impact and Urgency are used to assign Priority.
[Omitted]	
[Omitted]	
[Omitted]	
Utility Server Services	Services related to the operations (other than those related to the e-mail environment) for infrastructure items such as proxy,

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
	DNS, DHCP, firewall and print services/appliances.
Very Important Person (VIP)	A Transport specified subset of Authorised Users whom receive an escalated level of Service.
Vetting Protocol	Has the meaning given to that term in clause 20.2(a) of this Agreement.
Virtual Desktop	A Virtual Desktop is a desktop environment where the software layers, comprising the operating system and applications, have been decoupled and isolated from dependencies on the underlying physical hardware infrastructure.
Virtual Desktop Services	A service providing and managing the systems delivering centralised hosting of virtualised desktop environments and applications, accessible from any location and device type, providing the capability to rapidly scale up and down resources.
Virtual Tape Library	A virtual storage technology used for backup and recovery purposes. Hard disk storage is presented as Tape Libraries or tape drives for use with backup software.
Voice Response Unit (VRU)	A Voice Response Unit (VRU) is an automated telephone answering system consisting of hardware and software that allows the caller to navigate through a series of pre-recorded messages and use a menu of options through the buttons on a touch-tone telephone or through voice recognition.
WAN (or Wide Area Network)	A long-haul, high-speed backbone transmission Network - consisting of WAN Equipment, Software, Transport Systems, Interconnect Devices, and Cabling, and other services as they become available - that are used to create, connect, and transmit data, voice and video signals to within, between or among: (i) LANs; (ii) and non-Transport locations that do business with Transport and for which Transport is responsible for allowing Connectivity.
WAN Equipment	The Equipment and associated attachments, features, accessories, peripherals, and Cabling supported or used by Supplier in connection with its provision to Authorised Users of WAN Services (for example: routers, multiplexers, access circuits, backbone circuits, channel banks, CSU/DSUs, and associated diagnostic equipment), and all additions, modifications, substitutions, upgrades, or enhancements to such Equipment.
Warranty Attributes	Are Service characteristics such as business hours, SLAs and service continuity requirements etc.
WHS Act	The <i>Work Health and Safety Act 2011</i> (NSW).
WHS Policies	The WHS Policies referred to in Exhibit 19 (Policies and Procedures).
WHS Regulation	The <i>Work Health and Safety Regulation 2011</i> (NSW).

COMMERCIAL-IN-CONFIDENCE

COMMERCIAL-IN-CONFIDENCE

IBM Exhibit 1 Definitions

Definition	Meaning
<i>Wiring</i>	The physical wire connection within walls, between floors, and between buildings.
<i>Workaround</i>	Reducing or eliminating the Impact of an Incident or Problem for which a full resolution is not yet available (for example, by restarting a failed Configuration Item). Workarounds for Problems are documented in Known Error Records. Workarounds for Incidents that do not have associated Problem Records are documented in the Incident Record.
<i>Work-in-Progress</i>	Is the state of an activity that is currently being planned, designed, developed tested or implemented. Service Levels apply to this state and normally initiated after approval is given.
<i>Work Order</i>	An alternate name for the Project Statement of Work as set out in Attachment 9-A (Template Project Statement of Work) of Exhibit 9 (Projects).

COMMERCIAL-IN-CONFIDENCE