# Production Support Plan

# PO58 - WA Government Environmental Offsets Register

## 0.1 Document Ownership

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## 0.3 Document History

| Version Number | Date | Author | Reason |
|---|---|---|---|
| 0a/0b | 21/2/2013 | Louise Oorschot | First draft and prelim comments from Chris McCappin and Chris Davis |
| 0c | 30/4/2013 | Louise Oorschot | Completion of OIM information |
| 0.1 | 27/06/2013 and 2/07/2013 | Adon Metcalfe and Ashley Felton, Louise Oorschot | Added references to OIM Service Catalogue, updated reviewers/approvers and added technical detail |
| 1v0 | 2/7/2013 | Louise Oorschot | Version to be distributed for final review (includes OIM and Application Custodian changes) |
| 1v1 | 16/8/2013 | Louise Oorschot | Final approval |

## 0.4 Documents Crossed Referenced

| Document | Date of Issue | Version |
|---|---|---|
| Project Initiation Document - Project PO58<br><br>WA Government Environmental Offsets Register | 14/12/12 | 1v0 |
| Detailed Business Requirements<br><br>WA Government Environmental Offsets Register Project PO58 | 16/1/13 | 1v1b |
| Functional Requirements Specification<br><br>WA Government Environmental Offsets Register Project (PO58) | 21/2/13 | 1v0 |

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| Julia Poletti<br>Catherine Vann | Manager, Web Publishing and Community Information |
| Glen Bradbury | Chief Technology Officer, DPaW |

## 0.6 Approvers

This document requires the following approvals. A signed copy should be placed in the project file and provided to Business Support Services, Office of Information Management, DPaW.
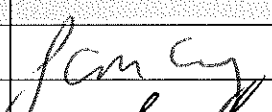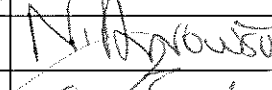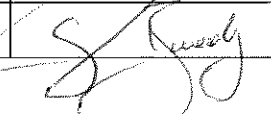
| Name | Title/Department | Signature | Date |
|---|---|---|---|
| Sarah McEvoy | Project Sponsor, DER | | 20/8/2013 |
| Matt Warnock | Manager, Native Vegetation Conservation Branch, DER | | 18/9/2013 |
| Naomi Arrowsmith | Office of the EPA | | 27/8/13 |
| Glen Bradbury | Chief Technology Officer, DPaW | | 27/8/13 |

# Table of Contents

## 1. Purpose Overview

This document is the Production Support Plan for P058 WA Government Environmental Offsets Register.

The Production Support plan documents how, and by whom, the IT solution will be supported once it is live. This document defines the support process, associated roles and responsibilities, and any Service Level Agreement (SLA) required.

A production support plan is provided for each individual application that has some level of corporate IT Operations support. Every application has its own varying level of support by IT Operations and all roles and responsibilities are clearly defined here and agreed by the relevant parties. IT Operations cannot accept any role or responsibilities or delegated responsibilities and task from the responsible parties without formal agreement. This plan facilities these negotiations and agreements.

This document, once finalised will be available on the internal Offsets Register application at: http://offsetsregister.wa.gov.au/internal.

## 2. Overview/Summary

The objective of the project is to deliver a centralised WA Government Environmental Offsets Register to provide a public record of all environmental offsets imposed by conditions under WA legislation (the *Environmental Protection Act 1986* (EP Act) or delegation.  There will be an internal application for registered (government) users and a public facing website for external users.

The key government agency users of the Register's internal application are the Department of Environment and Conservation (DEC), the Office of the Environmental Protection Authority, and the Department of Mining and Petroleum (DMP) as delegated authority of DEC.

It is noted that from 1 July 2013, DEC separated into the Department of Parks and Wildlife (DPaW) and the Department of Environment Regulation (DER).  These two agencies will replace DEC as key government agency users of the Register. This change will be formally reflected in the Offsets Register as part of a future planned upgrade.

The external users of the Register's public facing website are the general public, other government agencies and industry, mining/petroleum and conservation stakeholder groups.

## 3. Handover Process

The process for P058 Offsets Register handover involved the following steps:

The completion of User Acceptance Testing and delivery of training;

Prior to implementation a go/no-go meeting including all key stakeholders conducted at which the following documents tabled:

- Testing report/sign off
- Implementation Plan
- Production Support Plan
- System Architecture and Construction Manual

The Production Support Plan (this document) is handed over to Business Support Services and IT Operations at DPaW following successful implementation.

## 4. User Application information

| Application Link | Internal users from DER, DPaW, OEPA and DMP shall access the internal application directly via URL:  http://offsetsregister.wa.gov.au /internal<br><br>For DER/DPaW (formerly DEC) Users, the internal application will be accessible by a link (same as external) from the DEC Intranet<br><br>The Register public website will be accessible from DER and DPaW's internet websites. |
|---|---|
| What is the application for? | The system is a central (publicly available) record of all environmental offsets imposed by conditions under WA legislation or agreements. Agency users will use the internal application to record offsets information for publication on the Offsets Register website. |
| How to request access? | Contact from internal users shall be by group email to the Business Custodian (for each relevant agency) and the Application Custodian – refer Roles and Responsibilities section. |
| User guides or supporting information | The User Guide for the Offsets Register application will be accessible from the internal application. |
| Emergency contact | (User) Application Support – Native Vegetation Conservation Branch, DER (contact to be determined by Business Custodian) – refer Roles and Responsibilities section. |

## 5. Application details

| Current version | 13.07 |
|---|---|
| Last upgraded | Not applicable |
| Projected de-commission date | Not applicable |

## 6. System Components

The system is made up of the following components:

**Offsets Register** - this component provides the bulk of the application functionality. It was created using the Django web framework and covers data entry forms, data extract reporting (CSV and PDF outputs) and static content management. This application was developed internally by IT Operations Applications team.

The system has the following external dependencies:

| Components | Dependencies |
|---|---|
| Clearing Permit System | This component provides an API endpoint to clearing permit data stored within the CPS application. The service is required in order for DER and DMP users to create and update projects within the Offsets Register. |
| Goldeneye | This component provides a proxy for spatial datasets (internal and external), which is required for spatial data to be displayed in the Offsets Register. |
| MapQuest OpenStreetMap CDN | This external component provides content for a spatial dataset to be displayed in the Offsets Register. It is not required for other functionality. |

Future Upgrades or releases to the Offsets Register application will be required to support the use of OEPA's Case Management System (CMS), similar to that for DER's CPS in the initial release of the system as well as the upgrade to CPS. It is noted that extensive project specific upgrades will require a change request – refer to section 12: Change Management.

## 7. Support Environment

### Software

| Platform | Vendor Version | URL |
|---|---|---|
| Ubuntu | 12.04 | http://releases.ubuntu.com/12.04/ |
| Django | 1.5 | https://docs.djangoproject.com/en/dev/releases/1.5/ |
| TexLive | 2013 | http://tug.org/texlive/ |

### Hardware

Ubuntu Hosted Application Service (refer to OIM Service Catalogue)

### Databases

PostgreSQL Hosted Database Service (refer to OIM Service Catalogue)

### Data Exchange

This system depends on a web service from CPS to simplify adding Projects that are based off existing Clearing Permits. The web service is only required for data entry and does not impact the systems ability to serve Project information, or data entry of non CPS related projects. CPS is a legacy application with a planned upgrade that is written in ColdFusion running on a dated application server.

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## 8. Offsets Register– Development, Test, UAT and Production URLs

| | |
|---|---|
| Production environment | https://offsetsregister.wa.gov.au (This URL is synonymous with https://offsets.dec.wa.gov.au but the latter will not be published<br><br>(public: http://offsetsregister.wa.gov.au) |
| UAT environment | https://offsets-uat.dec.wa.gov.au<br>(same for internal/external) |
| Test environment | https://offsets-test.dec.wa.gov.au<br>(same for internal/external) |
| Development environment | https://offsets-dev.dec.wa.gov.au<br>(same for internal/external) |

## 9. Disaster Recovery and Storage Retention

### Archiving

The system shall accommodate permanent storage/retention of all records on the database.

Records shall be retained on the Register database for the life of the database and the system and is the responsibility of IT Operations.

If/when the system is shut down permanently or replaced, database records shall be retained indefinitely in open standard suitable for transfer to new platforms and is the responsibility of IT Operations.

### *Backup and Recovery*

Nightly backups of the full database shall be taken by IT Operations for restoration purposes in the case of a disaster. These will fall under the standard backup policy by OIM for PostgreSQL Databases (refer to OIM Service Catalogue).

The Register website and system databases shall be backed such that if failure occurs, the Register website and application can roll back to a recovery point within the last 24 hours by IT Operations. From a business perspective, this means that up to 24 hours of data entry could possibly be lost.

## 10. Service Level Agreement and Support

### Service Level agreement

An IT Operations Service Catalogue is currently being drafted by the Office of Information Management (DPaW) which will be used to develop the ICT Services Service Level Agreement (SLA) between DPaW and DER.

For the purposes of this document, the support requirements as determined in the Offsets Register Detailed Business Requirements and Functional Specifications are provided as follows.

The WA Government Environmental Offsets Register website must be available to the public 24 hours a day, 7 days a week except for scheduled outages.

The internal application shall be available for staff to use outside of standard business hours (without support).

The internal application shall be available (with support) to all internal users within DER, DPaW, OEPA and DMP during standard business hours, except for planned outages.

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**Support Hours** Support for this system is required during standard business hours only. Support shall be based on the following DPaW existing support levels.

Register Website and Public Application:

- User support – 0730-1730 (Responsibility – Application Support/Business Custodian)

- Administration Support – 0730-1730 (Responsibility - Business Custodian and Application Custodian)

- System administration support – 0730-1730 contact through BSS to Application Custodian

Internal Application:

- User Support – 0730-1730 (Responsibility – Application Support/Business Custodian)

- Administration Support – 0730-1730 (Responsibility - Business custodian and Application Custodian)

- System Administration Support – 0730-1730 (BSS to Application Custodian)

(A reference to a business day means a day, other than a Saturday, Sunday or public holiday; see public holidays at for WA at
http://www.commerce.wa.gov.au/LabourRelations/Content/Employers/Pay_rates_leave_and_condit ions/Public_holidays_in_Western_Aus.html).

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## Support Roles and Responsibilities

The Offsets Register (Public Website and Internal Application) support roles and responsibilities below define who is responsible for the role and who is delegated to do the work for clarity. All parties agree to the support roles and responsibilities defined within the Service Level Agreement.

| Agency, Title, Contact | Role | Responsibilities |
|---|---|---|
| John Riley<br>Native Vegetation Conservation Branch, DER<br><br>All enquiries to be directed in the first instance to Level 4 Reception (Atrium)<br>Ph: 6467 5000 | Application (User) Support | Provides help to internal (DER and DMP) users on how to do something or an answer to an application query<br><br>NVCB at DER is the first point of contact for public (as per contact detail on Website). All contact from the public shall be through the Reception at the Atrium for redirection to John Riley or NVCB Reception. |
| Randhir Singh<br>Native Vegetation Conservation Branch, DER<br>Ph: 6467 5144<br>Email: offsetsregister@der.wa.gov.au | Application Custodian | Provides application support (e.g.: fixes), outages, technical issues, browser issues and outages planned and unplanned. Preliminary investigation of Offsets Register Public Website or Internal application for initial troubleshooting.<br><br>Monitors and actions emails received at: offsetsregister@der.wa.gov.au. Discusses and forwards appropriate emails to DER's Application (User) Support for action.<br><br>The ability to add and maintain user registration, system functions and system roles details.<br><br>Content changes to the Register Website as directed by Business Custodians and new releases or updates as approved by Business Custodians.<br><br>The Application Custodian (and Business Custodians) shall notify IT Operations of downtime, planned or unplanned to the system that affects any of<br><br>1) the Register website and<br>2) the public application or<br>3) the internal application |

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| Contact | Role | Description |
|---|---|---|
| Manager, Native Vegetation and Conservation Branch, DER<br>Ph: (08) 96467 5022<br>Matt.warnock@der.wa.gov.au<br><br>Manager, Strategic Policy<br>Office of the EPA<br>Ph: (08) 6145 0955<br>Naomi.arrowsmith@oepa.wa.gov.au | Business Custodians | Business custodianship of the application is shared between OEPA and DER.<br><br>Business Custodians approve new user registrations with Systems Administrator via the Application Custodian.<br><br>Content changes to the Register public website content, system releases and upgrades shall be made by the Application Custodian at the direction/instigation and approval of the Business Custodians monthly at most.<br><br>DER's NVCB is responsible for biennial domain registration costs as advised by Domain Administrator.<br><br>The Business Custodians (and Application Custodian) shall notify IT Operations of down time, planned or unplanned to the system that affects any of<br><br>1) the Register website and<br>2) the public application or<br>3) the internal application |
| Luke Jacenko, Pat Cavalli and Tracy Marshall<br>Strategic Policy Branch<br>Atrium, 168 St George's Tce, Perth<br>Office of the EPA<br>Ph: 08-6145 0957 (Luke) or 0958 (Tracy) | Application (User) Support | Provides help to internal (OEPA) users on how to do something or an answer to an application query |
| John Riley<br>Native Vegetation Conservation Branch, DER<br>All enquiries to be directed in the first instance to Level 4 Reception (Atrium)<br>Ph: 6467 5000 | Administrator (for each agency) | Each agency will have an Administrator who is responsible for giving specific user permission to use system functions (add/maintain user authorisation) including assigning users from own agency to roles, and users from other agencies to the Implementer role.<br><br>Note the DMP Administrator role will be managed by the Native Vegetation Conservation Branch, DER. |

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| | | |
|---|---|---|
| Luke Jacenko<br>Strategic Policy Branch<br>Atrium, 168 St George's Tce, Perth<br>Office of the EPA<br>Ph: (08)-6145 0800 | | |
| IT Operations<br>Office of Information Management<br>DPaW<br><br>Ph: 9334 0334<br>Email:<br>businesssupportservices@dpaw.wa.gov.au | System Administrator | Provides system administration support including back end server, systems, including record retention and backup and recovery (refer section 9).<br><br>Domain administration (DNS)<br><br>Periodic update offset spatial boundaries and associated project metadata to Landgate's Shared Land Information Platform.<br><br>Backend systems/Operating System (Linux)/Webservers (Apache)/Fileserver/Database servers (PostgreSQL)<br><br>Network services. Technical Management and Maintenance of the Environments. Server Load – CPU/Memory. External server monitoring – offline/online. |
| Manager Web Publishing and Community Information<br>DER<br>Corporate Services Division<br>Ph: 6467 5165<br>Email: Julia.poletti@der.wa.gov.au | Domain Administrator | Is responsible for domain maintenance and ongoing registration. |

The OIM service catalogue for the Business Support Services - Support Process is located at:
http://intranet/oim/itoperations/Pages/itops_servicecatalogue.aspx.

The following support documentation links may be restricted and not accessible all users.

| Support Documentation Name | Documentation Link |
|---|---|
| *Functional Requirements Specification* | *https://confluence.dec.wa.gov.au/download/attachments/20159198/PO58+Offsets+Register+Functional+Requirements+1v1b.docx* |
| *Domain documentation* | *https://confluence.dec.wa.gov.au/display/infrastructurenet/DNS* |

## 11. Compatibility Requirements

| Application | Internet Explorer 8+ | Mozilla Firefox 4+ | Google Chrome 20+ | Safari 5+ |
|---|---|---|---|---|
| *Offsets Register* | *Yes* | *Yes* | *Yes* | *Untested* |

## 12. Change Management

As per DPaW IT Operations standard change management, Request for Change Forms available at:
http://intranet/oim/itoperations/Pages/itops_servicecatalogue.aspx.

Change controls are chargeable if overtime is required when IT Operation team members are required to do the change implementation to UAT and production outside of normal business hours.

Changes to the Register website content or project specific enhancements/upgrades shall be made by the Application Custodian at the direction/approval of the Business Custodians. Extensive changes (such as project specific enhancements) will require the completion of a change request form to Business Support Services at IT Operations, DPaW.

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## 13.Appendix A: Service Level Agreement

This Production Support Plan will need to be updated to reflect the ICT service arrangements (as per IT Operations Service Catalogue) in the shared corporate services SLA between DER and DPaW; which is still to be developed by management.