Network Resource Management Standard

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1. Purpose

The objective of this Standard is to underpin the related Policy and Directive by outlining key strategic and operational criteria that are expected to ensure success of Network Resource Management (NRM) practice within the Public Service.

2. Who should know this Standard

Knowledge of this Standard shall extend to the following:

- Chief Information Management Officer (CIMO)
- Information Management Officers (IMOs)
- CIMU Communications Executive
- Head of Agent(s)
- Permanent Secretaries

3. Scope of applicability

The provisions of this document apply to the use of NRM tools within the Public Service on the ICT resources, excluding servers, that form part of the MAGNET.

4. Definitions

**Agent** – a trusted organisation that has the mandate by Government to provide Information and Communications services.

**Compliance** - the process performed by CIMU or an independent body to check that a service provided satisfies the criteria set in a referenced document.

**Computer desktop** - a personal computer designed to fit comfortably on top of a desk.

**Computer network** – a network of data-processing nodes that are interconnected for the purposes of data communication.

**Conformance** - the correspondence by a service to the criteria set in a referenced document.

**Design** – the act of formulating the Strategic Design for NRM as explained in further detail in the Standards for this Policy.

**Enterprise Management Architecture (EMA) Model** – refers to the IT Infrastructure Library (ITIL) model for IT Service Management (ITSM) as proposed for implementation of the Enterprise Management System

**Format** - a specific pre-established arrangement or organisation of data.

**File header** – A field that precedes the main file content and describes the length of the content and/or other characteristics of the file.
Implement – the act of deploying the necessary backend, frontend and control systems that form an integral part of the NRM tools.

Information and Communications Technology (ICT) resource – any element of a computer, data communications and peripheral data processing equipment and/or software needed to perform required operations.

Maintain – the act of ensuring that the NRM tools deployed and in use are kept in good working order according to the design characteristics.


Operate - the act of using the facilities on offer by the NRM tools deployed, normally via a special user interface.

Outsourcing – the act of hiring an outside source for acquiring services and an alternative delivery mechanism or resourcing alternative.

Public Service entity – a Government Ministry or Department.

Regulate - refers to the setting of the strategic direction for Enterprise Management Architecture (that includes NRM) within the Public Service. It also implies the need to ensure that the necessary governance mechanisms are in place and are functioning well.

Service Level Agreement (SLA) - a contractual obligation between parties, which stipulates and commits the service provider to a required level of service.

Third Party – someone other than the principals directly involved in a transaction or agreement.

5. Strategic Design for Network Resource Management

The Strategic Design shall:

1. result in one corporate NRM solution for Government, that is coherent, cost-effective and effective in terms of functionality, reliability, security and performance;

2. take into account of all stakeholders critical for the implementation, operations and maintenance of an eventual NRM solution;

3. take into perspective the Enterprise Management Architecture (EMA) Model;

4. define any standard configuration related to NRM that need to be conducted on ICT resources;

5. take into account possible computer network growth;

6. ensure that NRM related activities are conducted in a way that the performance and/or usage of ICT resources are not undermined.

7. support other mission critical services to Government.
6. **Standard functionality applicable to an NRM tool**

The functionality of an NRM tool shall include, but shall not be limited to:

1. ensuring that it is in line with the requirements of the NRM strategic design, as outlined in Section 5;

2. retrieving and presenting information on ICT resources that is:
   - focussed, according to categorisation criteria as determined by the stakeholders and that is subject to the product's capabilities and/or limitations;
   - specific to the individual needs of diverse operational units and functions of the stakeholders.

3. performing activities that meet the objectives as set out in one or more of the Directives

4. providing audit trails and system logs that capture the levels of activity carried out by the tool;

5. providing statistics and reports related to ICT resources that meet the objectives of diverse functions of the stakeholders;

6. having password protected administrative facilities, that include the ability to initiate, stop, configure and perform housekeeping tasks;

7. having date and time synchronisation capabilities.

7. **Applicable Standards**

In support of the listed functionality in the previous section, the following Standards have been identified and are applicable:

01. Internet Standard 15  A Simple Network Management Protocol (SNMP)

02. Internet Standard 16  Structure and Identification of Management Information for TCP/IP-based Internets

03. Internet Standard 17  Management Information Base for Network Management of TCP/IP-based Internets

The evolution of Systems and Network Management is still highly volatile. Currently there exist no effective all-embracing standards in the ICT industry for System and Network Management. Related solutions tend to be based upon a combination of open and proprietary standards. Currently, however, IETF Management Standards, to which SNMP belongs, tend to dominate.
8. Supporting Documents

In Support to this Standard, the following Policy and Directives refer:

01. CIMU P 0036:2003 Network Resource Management Policy

9. References

01. The Open Group
   http://www.opengroup.org
02. CIMU T 0036:2003 Desktop Restrictions
   http://www.cimu.gov.mt

10. Modification history

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<tr>
<td>1.0</td>
<td>10.12.2003</td>
<td>Release</td>
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11. Maintenance and review cycle

Maintenance and review of this standard is set for six months after the initial release as indicated in the effective date. Subsequent maintenance to this standard shall be based on a twelve month cycle.

Signature and stamp

Joseph R Grima
Permanent Secretary, Office of the Prime Minister