

Foreword

The diversity and demand for Information and Communications Technology (ICT) within the higher education sector provides a continual challenge for Universities and ICT staff.

The proliferation of mobile devices, Internet services, plug and play peripherals and software is setting high levels of consumer expectation in that what is available at home and will also be available at the workplace. Universities tend to be early adopters of new generation ICT's however there will always be a lag between 'the home' and 'the workplace' due to the logistics of technology upgrades and the variation in business processes within large organizations.

The ICT Services Guide for USQ Staff provides a guide to enable staff to effectively navigate the USQ ICT environment and to develop an appreciation of USQ ICT specific business processes and policies.

An online copy of the guide is available at
<http://www.usq.edu.au/ict/staff/induction/guide/default.htm>

I am certain you will find the guide a valuable resource tool during your time at USQ and encourage you to read it at least once and to keep it close at hand for easy access when required.



Brian Kissell
Chief Technology Officer



Contents

Division of Information Communication Technology (ICT)

Services	1
ICT Charter	1
ICT Staff Services on the USQ Web Site	3
Computer Support	3
ICT Service Desk.....	3
Log a Request for Support/Help	4
After Hours Support	6
Network Username	7
Network Password	7
Password Complexity	Error! Bookmark not defined.
Password Safety.....	Error! Bookmark not defined.
Network File Storage	10
What Should Not Be Stored.....	10
Computer Security	11
Viruses and Hoaxes.....	11
Virus Warnings, Hoaxes and Urban Legends	13
Email	14
Webmail.....	14
Distribution Lists	14
Mailbox Quotas	15
Electronic Harassment and Discrimination.....	15
Voicemail	15
Internet Systems	16
Moving Between USQ Departments	18
Leaving USQ	19
Accessing and Booking Computer Labs	20
Booking Computer Labs for Toowoomba, Fraser Coast and Springfield	20
Residential Schools	20

Computer Training Courses	21
Training Course Registration	22
Course Costs	22
ICT Procurement and Asset Management	23
Queries about Hardware and Software	23
Requests to Purchase	23
Hardware Purchases, Support and Disposal.....	23
Audio Visual Support Services	24
Training on Audio Visual equipment.....	24
Closing down Audio Visual equipment	24
Additional Information	25

Division of Information Communication Technology (ICT) Services

The Division of ICT Services (DICTS) is divided into the following sections, which service their respective core systems and services:

<p>Performance Measurement & Investment Management</p> <p>↓</p> <p>Project Management Procurement & Asset Management Business Continuity & Risk Management</p>	<p>Service Delivery</p> <p>↓</p> <p>ICT Service Desk ICT Desktop Support ICT Audio-Visual Services ICT Training</p>	<p>Infrastructure and Systems</p> <p>↓</p> <p>System Administration Data Centre Operations Data Communications Database Administration Application Support & Development</p>
---	--	---

ICT Charter

Vision

The Division of ICT is committed to supporting USQ's institutional goals by providing information and communication technology services that are relevant, responsive and tailored to satisfying the diverse and challenging requirements of our University community.

We will achieve this through

- Operating within a business focussed ICT Governance environment that is an integral component of the University's Governance framework.
- Active engagement and consultation with the USQ community to provide quality ICT solutions, services and processes.
- Measuring service delivery and performance against best practice in order to facilitate continuous improvement and service excellence.

- Encouraging, recognising and developing our staff potential through a program of activities designed to enhance technical, administrative and/or management competence and promote effective leadership.
- Building innovative partnerships and opportunities with industry and our communities that support learning and teaching, research and enhance the student experience.
- Providing informative communication that is timely, situationally appropriate, inclusive and professional.

We value

- Our staff
- Our clients
- Creative initiative
- Open communication
- Feedback
- Quality

We recognize

- Our clients have individual and varying needs.
- The personal contribution of staff and clients and respect individual perspectives.
- The necessity for work-life balance of our staff.
- The importance of professional development.
- The need for standards, documentation and repeatable processes.
- Our staff and clients need to be empowered in order to function effectively.
- The benefit of strong alignment with corporate objectives

For more information on the ICT Charter go to:

<http://www.usq.edu.au/ict/aboutict/charter.htm>

ICT Staff Services on the USQ Web Site

A copy of this booklet can be found on the USQ website at:
<http://www.usq.edu.au/ict/staff/induction/guide/default.htm>

Computer Support

The Division of ICT Services supports all USQ staff with their computer related issues. We offer support in person, online, by telephone or email through the ICT Service Desk. Staff may also log a job request through the ICT Self Service System.

ICT Service Desk

The ICT Service Desk resolves issues associated with the delivery of ICT services including administration, hardware, software, PC support, telecommunications and/or networking.



How to Contact the ICT Service Desk

There are various ways in which the Service Desk can be contacted:

- Visit the Service Desk in person located in **E Block** on the Toowoomba Campus;
- Email the ICT Service Desk at ictservicedesk@usq.edu.au;

- Use <http://www.usq.edu.au/ict/staff/request.htm> to lodge a call online; or
- Telephone on +61 7 4631 1900 or extension 1900 (if on-campus), or fax on +61 7 4631 2798.

Hours of Operation

The ICT Staff Service Desk is staffed from 8:00am to 5:00pm (AEST) Monday to Friday with a voicemail service providing back-up during the hours when there is an overflow of calls.

The voicemail service operates at all other times and any messages are processed as soon as possible. If you do get the voicemail service, please leave a message which includes your name, department, phone extension, as well as the nature of the problem.

Reasons to Contact the Service Desk

- To have a computer-related problem or query investigated.
- To log a technical fault or work request.
- To request a telephone service or report a telephone fault.
- To be registered for a computer account or service.
- To copy available site licence software or public domain software.

Log a Request for Support/Help

HEAT is the management information system used by the Division of ICT Services to record, track and resolve IT support issues. ICT Self Service is the online version of HEAT that gives you access to ICT support and enables you to:

- Avoid waiting on the phone or leaving a voice mail message.
- Submit jobs to the ICT Service Desk - anytime/anywhere assuming you have browser access to the Internet.
- Check on any open jobs submitted by you or for you.
- Check on your job history of all jobs submitted by you or for you.

How to Log on to ICT Self Service

- 1 Go to ICT Self Service
<https://heat.usq.edu.au/heatselfservice>.
- 2 You will be prompted to enter your username and password.
- 3 Enter your USQ network login and password.

How to Log a New Job

When logged on successfully, an *'Issue History'* screen opens which provides the details of all calls lodged by you or on your behalf. To log a new job:

- 1 Click on the *'New Issue'* link in the menu on the left hand side of the screen.
- 2 When the new screen comes up, leave any information in the top section of the screen as it is.
- 3 Choose the *'Current status of issue'* (Open, Reopen or Resize) and *'Campus'* (Brisbane, Fraser Coast, Springfield, Stanthorpe or Toowoomba).
- 4 Fill in the *'About your issue'* text field with as many details as possible about your job.
- 5 When you have finished entering all of the details, click on one of the *'Submit'* links found at the top and bottom of the form that you just filled out.

Once your job has been logged, it will be automatically assigned to the ICT Service Desk who will re-categorise your job and assign it to the appropriate support person.

After Hours Support

ICT provides an after-hours response capability to investigate and resolve major failures with core University ICT systems outside of our normal operating hours of 8:00am to 5:00pm Monday to Friday.

After-hours support should only be contacted for incidents that affect the entire campus or site, or an entire ICT core service. All support issues which do not fit into this categorisation should be logged through Heat Self Service and will be dealt with on the next business day.

How to Contact After Hours Support

Telephone on +61 7 4631 1900 or extension 1900 (if on-campus).

What to do when you call After Hours Support

Please ensure that you assess the relative severity and impact of the problem you are reporting. There are significant costs associated with after-hours callouts.

When you ring, you will hear a system status message which will indicate any known current system problems. After the status message, you will then be redirected to leave a voice message to notify on-call staff of the issue. Please clearly state your name, contact number (so we can contact you for more information if necessary) and give clear details of the system affected.

ICT on-call personnel will monitor the voice mail regularly and also utilise automated monitoring systems to assess the impact and urgency of problems.

Non-urgent issues will be dealt with by ICT Service Desk staff on the next business day.

USQ username and Password

Each staff member is given a unique USQ username and password to use the various computer systems, applications and to be able to print. Passwords provide a measure of security and protection to an individual's privacy and reputation where files and electronic mail cannot be accessed by others or misused by others to slander, defame, embarrass or implicate another individual in illegal or unethical activities.

Changing your password

Your password will expire every 90 days and you will be sent a reminder to update your password via email. To change your password:

- Go to USQConnect > Change Password
- Type in your current password then choose the 'New Password' box and enter the new password
- Retype your password in the 'Confirm Password' box and Save
- You should get a message advising you that your password has been successfully saved
- Click continue to return

Once you have changed your password, prior to accessing the University systems please clear the temporary files in your web browser. For Internet Explorer:

- Click on the 'Tools' menu and then choose 'Internet Options'
- Within the 'General' tab, click on the 'Clear History' button in the lower right corner

Note that this image is for Internet Explorer version 6.0, what you see may vary slightly depending on the version of Internet Explorer you're using.

Forgotten your password?

If you have setup your password question and answers click ([link goes here](#)) here to reset your password. Otherwise contact the ICT Service Desk by telephone on +61 7 4631 1900 or email to ictservicedesk@usq.edu.au

To set up your password question and answers:

- Log onto USQConnect
- Click the Change password link
- Click the Set Questions and Answers link
- Choose and answer 3 of the 4 questions

You will be required to verify the answers if you forget your password and if you enter 5 unsuccessful attempts your account will be locked out.

USQ password guidelines

Your USQ password must meet the following complexity criteria:

1. Must be at least six characters long
2. Must include at least three of the five following categories:-
 - Uppercase alphabetic characters (A – Z)
 - Lowercase alphabetic characters (a – z)
 - Numerals (0 – 9)
 - Non-alphanumeric characters (for example: !, \$, #, or %)
 - Unicode characters
3. Must not contain three or more continuous characters from the user ID or full name
4. Must not be one of your 10 previous passwords

USQ recommends passwords chosen should:

- Not contain any name of your family member or friends, pets etc;
- Not be a common word or name found in the dictionary ie it should be hard to guess;
- Be significantly different from prior passwords;
- Contain as least one symbol character in the second through sixth positions, eg A\$c*E9g; and
- Never be written down and stored in a obvious place, and **never** be given to anyone including your lecturers, family and friends. Do not allow other people to use your access unsupervised as you will be held responsible for their actions.

Passwords are case sensitive – if you create a password using upper and lower case, you must remember that each time you type your password.

USQ username

Your username is your unique identifier that along with your password(s), gives you authorised access to a number of USQ systems. The table below lists the different USQ systems, the username and password formats and web addresses.

System/Area	Username	Password
Employee Self Service	username	ESS password
Heat Self Service	usq\username	USQ password
PeopleSoft Human Resources Student Administration	PeopleSoft username	USQ password
PeopleSoft Financials	PeopleSoft username	Finance password
USQ Connect USQAdmin	username	USQ password

USQAssist USQStudyDesk		
Webmail	usq\username	USQ password

Network File Storage

Each department is allocated a network storage area. Most staff are also allocated a personal network storage area (H:\ drive). These areas should be set up for you when your computer is configured for your use. If they are not set up, please contact the ICT Service Desk at ictservicedesk@usq.edu.au.

If you need to share files with other departmental staff members, use the Pub or Public folder (J:\ drive). Just remember to delete the file once you have finished with it as everyone in your department can change or delete files in the Pub or Public folder.

What Should Not Be Stored

Do not store the following items in your network storage area(s):

- Games, jokes or other 'funny' items.
- History folders from Internet Explorer.
- Music or movie files, *.avi, *.mov, *.mp3, *.mpg, *.mpeg, *.rm, *.ra (unless for genuine academic use).
- Archived folders (*.pst) for email and other Outlook content.
- Pornographic or offensive material of any kind.
- Programs and applications.

These types of files waste USQ resources and some are illegal. If any of these files are found in your network storage areas and they are not legitimate work files, you will be asked to remove them immediately. If you continue to store such material, disciplinary action may be taken against you.

Please refer to 10.3 Code of Practice for the Acceptable Use of Information Technology Resources, section 3.1:

<http://www.usq.edu.au/resources/103.pdf>.

Computer Security

Physical security of your computer is as important as keeping your password secure. Workstations should be 'locked' when you leave your desk for any length of time, eg for tea breaks or lunch.

If your computer has Windows XP or Windows 2000, you can lock your workstation by pressing the CTRL+ALT+DEL keys simultaneously. This will bring up the Windows Security popup window. Select Lock Computer. To unlock your computer, press the CTRL+ALT+DEL keys simultaneously and enter your network password, then select OK.

If possible, you should also lock your office as a defence against thieves. They have been known to steal laptops and computers as well as handbags, wallets and mobile phones etc.

When leaving at the end of the working day, please log off your computer by pressing the CTRL+ALT+DEL keys simultaneously and selecting Log Off.

Viruses and Hoaxes

Computer viruses can enter unprotected systems via many methods. A couple of examples are:

- Opening email attachments without scanning them first.
- Staff using files from floppy disks and CD-ROMs from a source outside USQ without scanning them first.

To protect USQ computers from viruses, all computers and laptops used at USQ must have virus protection installed, with automatic updates scheduled. It only takes one unprotected computer for a virus outbreak to occur causing hours of lost work time and resources in tracking, cleaning and restoring any disrupted services.

How can you tell if you have a Virus

When configured correctly, your virus software will clean and/or remove most viruses. If this has not happened and you believe your computer is infected, check our Virus Hoaxes and Urban Legends links on page 13 to determine whether you are likely to have a virus or whether it is merely a hoax or an urban legend.

If, after checking, you believe that your computer does have a virus, immediately contact the ICT Service Desk so that measures can be taken to remove the virus and identify any other affected computers and diskettes.

Do not send a global email message alerting your friends and colleagues. In many cases you may be the victim of a hoax which can be quickly identified when you contact the ICT Service Desk.

How to Minimise the Virus Threat

The following guidelines are provided to assist you in implementing a successful virus protection and detection strategy. Remember that the ease at which computer viruses can be introduced onto your computer will depend on your ability to implement these simple steps.

Each staff member is responsible for their computer. It is your responsibility to ensure that you scan your computer regularly and that you adhere to the following guidelines:

- Check that your virus software is current. This can be done by right clicking the virus icon on the taskbar, selecting About VirusScan Enterprise and checking the date of the last virus signature download.
- If your virus software is out of date, right click the virus software icon in the taskbar and select Update Now. Also contact the ICT Service Desk to make them aware that your virus software has not automatically updated.
- Scan your computer hard disk regularly for viruses to ensure that your computer is not infected. To start the virus scan, right click the virus software icon on your taskbar and select On-demand Scan, then click Start. This check should be performed at least every week.
- Implement more stringent virus prevention measures by scanning floppy disks, electronic mail messages and Internet file transfers prior to using them.
- Ensure that you have backup copies of any of your critical information. Remember that you can store critical information on your network disk drive.

Virus Warnings, Hoaxes and Urban Legends

From time to time, email messages circulate warnings of a potential virus threat, or you might get one about Microsoft sending you money for forwarding an e-mail message, or Microsoft having announced a serious virus and advising you to tell everyone you know. In the majority of cases, these messages are hoaxes or urban legends that spread like wildfire across the Internet.

The following online resources contain useful information to help you find out whether a suspect e-mail is really a hoax, or whether a virus warning is real.

Real Virus Warnings

- Symantec AntiVirus Research Center:
http://www.symantec.com/security_response/index.jsp
- F-Secure Virus Info Center:
<http://www.f-secure.com/virus-info/virus-news>
- McAfee Virus Information:
<http://us.mcafee.com/virusInfo/default.asp>

Hoaxes

- Symantec:
http://www.symantec.com/business/security_response/threatexplorer/risks/hoaxes.jsp
- Network Associates Virus Myths:
<http://vil.mcafeesecurity.com/vil/hoaxes.aspx>

Urban Legends

- Urban Legends Archive:
http://urbanlegends.about.com/od/internet/a/current_netlore.htm
- CIAC Internet Chain Letters:
<http://hoaxbusters.ciac.org/>

Email

Each staff member is assigned a mailbox and personal folder file for email.

Webmail

USQ also provides web browser access to your email which means you can access your USQ email account from anywhere in the world. All you need is Internet access, a web browser, and the web address <https://webmail.usq.edu.au/exchange>. When you log in to email you will need your network user name (usq\username) and your network password. Webmail provides access to your mailbox but not to the personal folders area.

Distribution Lists

Distribution lists enable staff to send appropriate messages to a large number of staff. All staff are members of the # USQ Executive Communiqué list, a departmental list (eg # Faculty of Education), as well as one of the # General Staff or # Academic Staff lists. Membership of these lists is compulsory. These lists are only available for use by permitted staff.

Messages sent to these lists should be related to USQ work only. If you misuse these lists, your ability to send messages to these lists may be revoked. Please check the message size, format and the content with your Dean, Director or Supervisor before sending messages to large numbers of staff. Please also refer to section 6.5 of the 10.2 Policy for the Use of Electronic Mail <http://www.usq.edu.au/resources/102.pdf>.

Membership of some distribution lists is voluntary. #USQ Notices is one of these lists and is the list to use to send personal e-mails, for sale notices, lights on messages, etc.

To check or update your membership, log in to Webmail <https://webmail.usq.edu.au>, select the option 'Change your Distribution List Membership', and follow the instructions on this page.

Mailbox Quotas

Quotas are applied to USQ Mailboxes. Mailboxes have quotas applied at two levels. The first is at 150 MB where you will be sent a warning message asking you to reduce the amount of email stored in your Mailbox. The second level is set at 200 MB where again, you will be sent a warning message. At the second level, you will still receive messages, but you cannot send any emails until your mailbox is below the quota level.

Electronic Harassment and Discrimination

The use of emails, screen savers, desktop images and other forms of electronic communication to harass or discriminate against staff, students and USQ visitors is in contravention of USQ harassment and discrimination policies.

Please refer to the University's Equal Opportunity policy <http://www.usq.edu.au/hr/polproc/partc/c2.htm> for specific details.

Voicemail

Voicemail is a system that allows people who telephone your extension to leave you a voice message if you are not in your office or if you are on another call. Voice mail messages can be retrieved from any telephone, even from outside USQ, or can be retrieved through your mailbox.

This service must be requested through the ICT Service Desk ictservicesdesk@usq.edu.au or by logging an ICT Self Service call, after gaining approval from your Faculty or Operational Unit.

Instructions for setting up voicemail, putting callers on hold, diverting calls and other phone related tasks can be found on <http://www1.usq.edu.au/ict/staff/phone/voicemail/default.htm>.

Internet Systems

Most staff with a computer will have access to some of the Internet Systems listed below.

Your username should be the same for every internet system. However, the password for each system is different and these passwords can be reset by the ICT Service Desk at ictservicedesk@usq.edu.au or another stated area.

USQConnect

USQConnect is the central access point to USQ web sites such as USQAssist, USQAdmin or USQStudyDesk, and can be accessed on <http://usqconnect.usq.edu.au>. To access USQConnect you have to fill out a security access form, signed by your supervisor. You find the form at <http://www.usq.edu.au/studentadmin/staffresourc/sysforms.htm>.

PeopleSoft Systems

USQ uses PeopleSoft as a platform for its Human Resources, Financial and Student Administration Systems. Access to these systems is strictly controlled. If your duties necessitate access, please go to the following web sites for further information and application forms:

- PeopleSoft Financials
<http://www.usq.edu.au/financialservices/default.htm>
- PeopleSoft Human Resources
<http://www.usq.edu.au/hr/forms/peoplesoft.htm>
- PeopleSoft Student Admin
<http://www.usq.edu.au/studentadmin/staffresourc/>

You will have a different password for each PeopleSoft system that you have access to. The password for each is changed via the following methods:

- Financials - within PeopleSoft Financials application.
- Human Resources - within PeopleSoft Human Resources application.

- Student Administration - via
USQConnect>USQAdmin>My Information>
Change Password.

Employee Self Service (ESS)

ESS is a web-based system that you use to monitor and update your personnel records. You also use this system to view and print your pay-slips and access your leave information. You can access this service on <http://www.usq.edu.au/hr/ess>.

All employees with access to a computer will be sent a private and confidential letter from HR containing their login id and password for this system shortly after they commence employment at USQ.

If you have any problems or questions about this system, please telephone extension 2247 or email ESS Support on ess@usq.edu.au.

Staff Personal Web Pages

All USQ staff may have a personal home page if they wish. Please contact ICT Service Desk at ictservicedesk@usq.edu.au.

Accessing USQ Systems from Home

USQ provides staff with the ability to connect to some USQ systems from home computers via dial-in modems. Staff members can apply for staff access using the modem access application form which is found on <http://www.usq.edu.au/ict/staff/wireless/dialintypes.htm>.

Moving Between USQ Departments

If you move from one department to another, please advise the ICT Service Desk at ictservicedesk@usq.edu.au of the following, at least five (5) business days before you move:

- Anticipated start date in the new position;
- New department;
- Position title;
- Room number;
- Extension number; and
- Any additional network application access you may require including dial-in access updates.

This will enable the Division of ICT to ensure your access is updated for the new position including:

- Updating staff registers with your room and extension numbers;
- Ensuring voice mail is transferred (if necessary);
- Ensuring your network storage area is moved (if needed); and
- Checking to see if your mailbox and personal folders file needs to be moved (depending on which department you move to).

Leaving USQ

When leaving USQ please:

- 1 Advise the ICT Service Desk of the date you will be leaving USQ, if you have a wireless network account and your forwarding email address (if you have one).
- 2 Clean out your mailbox and personal folders.
- 3 Unsubscribe from any email lists you may have joined.
- 4 Clean out your network storage area (J and H drives).
 - If you want to archive documents and emails to a CD-ROM please move all emails into your personal folders and your documents into your network storage areas.
 - Any work-related data is considered USQ property and cannot be taken with you when you leave.

Accessing and Booking Computer Labs

Booking Computer Labs for Toowoomba, Fraser Coast and Springfield

Semester timetabling of Computer Labs is done through Central Timetabling as follows:

- Toowoomba Campus (K Block and S Block) - email roomreservations@usq.edu.au or use the online room booking wizard at <http://www.usq.edu.au/studentadmin/timetables/default.htm>.
- Fraser Coast Campus – contact extension 3120
- Springfield Campus – contact extension 4100

Residential Schools

Residential School bookings and enquiries are to be directed to Residential School Enquiries, Outreach Services at resschool@usq.edu.au.

(The ICT Service Desk does not look after Semester or Residential School Computer Room Bookings.)

Lab/Lecture Theatre Software Requests

Requests for software installations or configuration changes have to be made to the ICT Service Desk prior to the start of the semester. This includes deleting software no longer used.

Four weeks lead time is required prior to the start of the semester to install new software in the labs. Any software needing to be installed once the semester has started will be added on a best effort only.

CDs

Some courses require the students to run CDs in the labs. Course leaders are requested to provide the ICT Service Desk with a copy of the CD for testing purposes prior to the start of semester. If this is not done, students in the labs will not be able to run the CDs due to security restrictions in place. This

applies to both external and on-campus courses. Please refer all enquiries to the ICT Service Desk.

Internet Access in the Labs

Academic staff requiring Internet access for Computer Lab class times need to complete an Internet request form which can be found at <http://www.usq.edu.au/resources/openet1.doc>.

In order for the access to be made available, the form must be given to the ICT Service Desk staff at least 24 hours prior to the day the Internet access is needed.

Computer Training Courses

The current schedule of in-house systems training, Microsoft Office and other courses is detailed on the ICT Training website at <http://www.usq.edu.au/ict/training.htm>.



Bookings are essential and courses fill quickly. Registrations are accepted for courses which indicate 'Bookings Now Open'.

Generally registrations are taken up to two months in advance. Courses indicated on the training schedule are held at the Toowoomba Campus unless otherwise specified.

Training Course Registration

An online registering system will be launched in 2008 and staff will be advised when this is available. Until that time registration is as follows:

To register or enquire about computer training courses, email icttraining@usq.edu.au or telephone ICT Training Services on: +61 7 4631 1919.

Course registrations must include the following information:

- Course/s name, date/s & time/s.
- Participant name & Staff ID (USQ only).
- Supervisor Name (USQ only. USQ Staff must seek supervisor approval before attending).

Course Costs

Costs for USQ staff are met by the University except those courses which are designated fee-for-service.

ICT Procurement and Asset Management

The purchasing of ICT related items is handled by the USQ Procurement Department, which ensures that items are purchased in accordance to current government and USQ policy and guidelines.

Queries about Hardware and Software

Queries regarding hardware or software should be directed to ICTProcurement@usq.edu.au.

Requests to Purchase

Purchasing requests are lodged via the following link:
<http://www.usq.edu.au/itsforms/cmsforms/purchaserequisition.htm>.

Hardware Purchases, Support and Disposal

Additional information regarding purchasing of hardware, good deals, hardware and printer support, and computer disposals can be found at
<http://www1.usq.edu.au/ict/staff/servicesforms/hardware/default.htm>.

Audio Visual Support Services

Audio Visual (AV) Services are available to:

- Users of teaching spaces (Academic and student).
- Users of video and audio production suites (Faculty of Arts and Distance Education).
- Users of television and radio facilities (Faculty of Arts and Distance Education).
- Administrative AV users.

All AV technical support queries need to be directed to the Help Desk at extension 1900. Other AV queries that require Help Desk intervention include:

- Issues relating to faulty AV equipment.
- Flat batteries in teaching rooms.
- Lecture theatres and video conferencing rooms.
- Instructions relating to the collecting of keys to teaching rooms and lecture theatres.

Training on Audio Visual equipment

Training on how to use audio visual equipment can be provided as group or one-on-one training. Academic staff members are encouraged to contact the AV department for training of equipment on extension 1900.

Closing down Audio Visual equipment

All AV equipment is to be shut down and cupboards locked after a lecture or presentation.

Additional Information

- IT Forms: A list of forms used by staff to access ICT Services.
<http://www.usq.edu.au/ict/staff/servicesforms/forms.htm>
- Email Procedures and Standards:
<http://www.usq.edu.au/ict/staff/email/default.htm>
- Telephone and Voicemail:
<http://www.usq.edu.au/ict/staff/phone/default.htm>
- Wireless and Dial-in Access:
<http://www.usq.edu.au/ict/staff/wireless/default.htm>
- Computer passwords, file storage and security:
<http://www.usq.edu.au/ict/staff/security/default.htm>
- ICT Policies, Procedures and Guidelines:
<http://www.usq.edu.au/ict/staff/itpolicies/default.htm>
- Newsletters: <http://www.usq.edu.au/ict/staff/newsletters/default.htm>
- Service Level Agreements:
<http://www.usq.edu.au/ict/staff/slas/default.htm>
- Hardware purchases, support and disposal:
<http://www.usq.edu.au/ict/staff/servicesforms/hardware>
- Software requests, purchases and support:
<http://www.usq.edu.au/ict/staff/servicesforms/software/default.htm>
- Computer loans:
<http://www.usq.edu.au/ict/staff/servicesforms/loans.htm>
- Lecture Theatres:
<http://www.usq.edu.au/ict/staff/servicesforms/lecttheatre.htm>
- Student Computer Labs:
<http://www.usq.edu.au/ict/staff/servicesforms/studentlabs/>
- Standard Operating environment:
<http://www.usq.edu.au/ict/staff/servicesforms/soe/default.htm>
- Access to USQ Network for NON-USQ Assets:
<http://www.usq.edu.au/ict/staff/servicesforms/nonusqassets.htm>

