

Service Level Agreement Buildings and Facilities and Printing Services

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Document Purpose	<p>The purpose of this service level agreement is to establish a clear baseline of service expectation and client responsibility between Buildings and Facilities and Printing Services and the Division of ICT Services.</p> <p>Description of Services</p> <p>This service level agreement covers:</p> <ul style="list-style-type: none"> • Support for the staff desktop and notebook computing environments <p>Services provided by the Division of ICT Services that are not referenced within this SLA will be covered by either Global SLA's or Product and Services SLA's where applicable.</p> <p>Support services are provided for the primary physical location (ie Toowoomba campus) unless stipulated as a variation in the attachments. Support services at remote locations and faculties are covered under the respective institution or campus SLA (ie Fraser Coast, Springfield or Stanthorpe campuses).</p>																										
Document Information	<table border="0"> <tr> <td>Version</td> <td>V1.0</td> </tr> <tr> <td>Release Date</td> <td></td> </tr> <tr> <td>Release Status</td> <td>Release</td> </tr> <tr> <td>Author(s)</td> <td>Chris White, Service Delivery Co-ordinator</td> </tr> <tr> <td>Owner</td> <td>Maggie Fryer, Principal Manager Service Delivery</td> </tr> <tr> <td>Print Date</td> <td>21 December 2010</td> </tr> <tr> <td>Approved By</td> <td>Brian Kissell, Chief Technology Officer</td> </tr> <tr> <td>Restriction</td> <td>Internal</td> </tr> <tr> <td>Doc. Cat. Table</td> <td>Client</td> </tr> <tr> <td>Type of Document</td> <td>Service Level Agreement</td> </tr> <tr> <td>Document Number</td> <td>B&F_SLA_01</td> </tr> <tr> <td>Electronic Location and Filename</td> <td>https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/Facilities%20Management%20Jul%2007.pdf</td> </tr> <tr> <td>Hardcopy Location</td> <td>Service Delivery Section</td> </tr> </table>	Version	V1.0	Release Date		Release Status	Release	Author(s)	Chris White, Service Delivery Co-ordinator	Owner	Maggie Fryer, Principal Manager Service Delivery	Print Date	21 December 2010	Approved By	Brian Kissell, Chief Technology Officer	Restriction	Internal	Doc. Cat. Table	Client	Type of Document	Service Level Agreement	Document Number	B&F_SLA_01	Electronic Location and Filename	https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/Facilities%20Management%20Jul%2007.pdf	Hardcopy Location	Service Delivery Section
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Error Advisory	<p>To the Reader:</p> <p>If you encounter any inaccuracies or printing faults in this document please contact the Owner (see Document Information section above) as soon as possible. The Owner will then initiate the required modifications.</p> <p>If you are unable to contact the Owner, contact that person's Manager or Supervisor.</p> <p>Thank you for helping the Division of ICT Services maintain quality documentation</p>																										

Service Level Agreement

Introduction	This document details the service levels for each of the support services provided under this SLA as detailed in the schedules attached.																						
Service Provider	Division of ICT Services																						
Support Hours & Contact Details	<ul style="list-style-type: none"> • Technical support is available Monday to Friday 8am-5pm at the Toowoomba campus. • Support requests can be logged with the ICT Service Desk by phone EXT 1900 (07 4631 1900) during the hours 8am–5pm Monday to Friday. When the ICT Data Centre is established, calls can be logged during the hours 7am-7pm Monday to Friday and 8am-4pm Saturday. • Support requests can be logged at any time by e-mail to ICT Service Desk or via the web at http://www.usq.edu.au/ict/staff/request then clicking on the Heat Self Service link. <p><i>Calls logged via the Service Desk will ensure problem escalation in event of service difficulty.</i></p>																						
Desktop Computing Environment	<ul style="list-style-type: none"> • Computing support for desktop computers, notebook computers, printers and other peripheral devices that rely on the Windows, MacIntosh and Linux operating systems. • Installation of new computers along with standard software configuration, printer installations and network connectivity. • Problem diagnosis and resolution of standard hardware, ICT Standard Operating System (SOE), network and standard application software faults. • Reconfiguration of network connectivity for relocated computer equipment (excludes physical relocation of equipment). • For peripherals that are out of warranty and not covered by a service contract ICT will source quotes from vendors for repairs on behalf of and subject to the approval of the Faculty or Operational Unit. • Administration, configuration, modification and maintenance of operating systems installed on the Buildings and Facilities servers. <p>See Figure 1 Building & Facilities System Location Diagram. See Appendix D for a list of Servers supported under this SLA. See Appendix B for a list of Software supported under this SLA See Appendix C for a list of PCs supported under this SLA.</p>																						
Response Time, Resolution Time and Escalations	<p>When an incident occurs the following response times apply.</p> <p style="text-align: center;">Internal Priorities set by Service Desk Staff (no escalation path)</p> <table border="1" data-bbox="448 1608 1382 1749"> <thead> <tr> <th>Priority</th> <th>Used for</th> <th>Response/Resolution</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>First Point of Contact</td> <td>Immediate</td> </tr> <tr> <td>C</td> <td>Critical</td> <td>Immediate</td> </tr> </tbody> </table> <p style="text-align: center;">External Priorities, set by Service Desk staff or by clients logging jobs (follows escalation path)</p> <table border="1" data-bbox="448 1854 1382 2027"> <thead> <tr> <th>Priority</th> <th>Response</th> <th>Resolution</th> </tr> </thead> <tbody> <tr> <td>1 Urgent</td> <td>30 mins</td> <td>4 hrs</td> </tr> <tr> <td>2 High</td> <td>1 hr</td> <td>8 hrs</td> </tr> <tr> <td>3 Standard</td> <td>4 hrs</td> <td>2 days</td> </tr> </tbody> </table>		Priority	Used for	Response/Resolution	0	First Point of Contact	Immediate	C	Critical	Immediate	Priority	Response	Resolution	1 Urgent	30 mins	4 hrs	2 High	1 hr	8 hrs	3 Standard	4 hrs	2 days
Priority	Used for	Response/Resolution																					
0	First Point of Contact	Immediate																					
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Priority	Response	Resolution																					
1 Urgent	30 mins	4 hrs																					
2 High	1 hr	8 hrs																					
3 Standard	4 hrs	2 days																					

4 Low	1 day	5 days
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- **Response is defined as “the time allowed to respond to the incident”.**
- **Resolution is defined as the “client has confirmed that the incident has been resolved to their satisfaction”.**

The following definitions and matrix will be used to decide the priority.

Deciding the Priority

Impact	Description
1	Whole organization, site or multiple site, multiple groups of users affected; critical business process interrupted; or system wide outages to key systems (eg email).
2	Group of users, PVC, DVC or member of VC’s office staff, non-critical business system.
3	User(s) affected (other than VC’s, DVC’s or PVC’s office).
4	One user affected (other than VC’s, DVC’s or PVC’s office).
Urgency	Standard
1	Process stopped; user(s) cannot work
2	Process affected; user(s) cannot use certain functions
3	Process not affected; user cannot use certain functions
4	Process not affected; change request, new/extra/optimized function

Priority Ratings Matrix

	Impact	4	3	2	1
	4	Low (4)	Low (4)	Standard (3)	Standard (3)
Urgency	3	Standard (3)	Standard (3)	High (2)	High (2)
	2	High (2)	High (2)	Urgent (1)	Urgent (1)
	1	High (2)	High (2)	Urgent (1)	Urgent (1)

(*) Represents the priority number

Escalation Target Time Frames

Level 1 Urgent and Level 2 High

- 1 When 65% of the agreed time for resolution has elapsed and the request is unresolved, the Service Delivery Co-ordinator will consult with the assigned solver on progress.
- 2 When 85% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Line Manager of the assigned solver.
- 3 When 100% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the respective Principal Manager.
- 4 When 115% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Chief Technology Officer.

Level 3 Standard and Level 4 Low

- 1 When 70% of the agreed time for resolution has elapsed and the request is unresolved, the Service Delivery Co-ordinator will consult with the assigned solver on progress.
- 2 When 90% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Line Manager of the assigned solver.
- 3 When 100% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the respective Principal Manager.
- 4 When 115% of such time has elapsed and the request remains unresolved, the

	<p>Service Delivery Co-ordinator will consult with the Chief Technology Officer.</p> <p style="text-align: center;">Escalation Notification Paths</p> <table border="1"> <thead> <tr> <th>Escalation Number</th> <th>Assigned Solver</th> <th>Line Manager</th> <th>Principal Manager</th> <th>Chief Technology Officer</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Yes</td> <td>No</td> <td>No</td> <td>No</td> </tr> <tr> <td>2</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td>No</td> </tr> <tr> <td>3</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>4</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> </tbody> </table> <p style="text-align: center;">Table 1: HEAT Escalation Paths</p>	Escalation Number	Assigned Solver	Line Manager	Principal Manager	Chief Technology Officer	1	Yes	No	No	No	2	Yes	Yes	No	No	3	Yes	Yes	Yes	No	4	Yes	Yes	Yes	Yes
Escalation Number	Assigned Solver	Line Manager	Principal Manager	Chief Technology Officer																						
1	Yes	No	No	No																						
2	Yes	Yes	No	No																						
3	Yes	Yes	Yes	No																						
4	Yes	Yes	Yes	Yes																						
Moves, Adds and Changes	Moves, adds and changes using existing infrastructure will be at nil cost. Where new cabling or data outlets are required these will be billed on a cost recovery basis. New cabling and infrastructure implementation times will be negotiated.																									
Telephones	Analogue handsets will be provided at nil cost. Additional digital handsets will be provided on a cost recovery basis.																									
Reporting Structures	<p>Where a Senior ICT Support Officer is physically located within a Faculty or Operational Unit, the Senior Support Officer will have a dotted line reporting structure to the designated Faculty or Operational Unit contact. All HR functions associated with ICT Support Staff located in Faculties or Operational Units are the responsibility of the designated ICT Service Delivery Coordinator.</p> <p>Where a Faculty or Operational Unit does not have an ICT Senior Support Officer physically located in their area, the Service Delivery Co-ordinator will have a dotted line reporting structure to the designated Faculty or Operational Unit contact.</p>																									
Critical Service Dependencies	<p>The successful operation of this service level agreement depends on effective communication processes between the Faculty or Operational Unit and ICT staff. Where ICT Support Staff are located within a Faculty or Operational Unit it is expected they will be included in IT planning meetings and processes to ensure they are kept informed of planned changes and are available to contribute expert technical input.</p> <p>Staff involved in any projects or project planning which will ultimately involve ICT services such as Audio Visual installation, network and data points, computing hardware, etc, are to keep the division informed as early as possible and updated on a regular basis, so as to allow sufficient time for consultation, design and procurement, and the adequate provisioning of staff and other resources.</p>																									
Desktop Refresh Program	The Desktop Refresh Program is a designated “core” ICT Service. Desktop computers will be replaced every 4 years and notebooks every 3 years. The desktop and notebook fleet will be maintained by the Division of ICT Services. The cost of additional desktop or notebook computers will initially be the responsibility of the Faculty or Operational Unit. Once purchased, computers will be added to the existing fleet and become part of the Desktop Refresh Program.																									
Procurement	The Division of ICT Services ICT Procurement and Asset Management will process all USQ purchase orders for ICT items and provide guidance to USQ procurement staff on the processes for procuring ICT items via other purchase arrangements. Details of USQ ICT hardware agreements, software agreements and other standing offer arrangements can be found on the ICT web site at http://www.usq.edu.au/ict/staff/servicesforms/forms.htm																									
Software Builds	Refer to the Standard Operating Environment Policy Currently being developed under the auspices of the ICT Business Advisory Committee.																									
Print and Other Consumables	<p>The Division of ICT Services will maintain stocks of printing consumables (non-paper stock). These consumables will be charged back to the Faculty or Operational Unit on a cost recovery basis. Refer Printing Support.</p> <p>Print consumables exclude photocopiers and high end printers* used by the Printery, but include Multi Functional Devices (MFD's). Where MFD's are under a maintenance contract, consumables are covered as part of the contract and are</p>																									

	<p>not the responsibility of the Division of ICT Services. Where MFD's are not under a maintenance contract, consumables will be provided by the Division of ICT Services and charged back to the Faculty or Operational Unit on a cost recovery basis.</p> <p>Note <i>Where applicable print consumables will be kept onsite. Instructions on installation will be provided if required.</i></p> <p>* See Appendix E for a list of printers excluded from this agreement</p>
Core Services	All ICT equipment and infrastructure that is part of ICT Core Services and located within the Faculty or Operational Unit is the responsibility of the Division of ICT Services and will be maintained as part of the Recurrent ICT Core Budget.
Server Support	<ul style="list-style-type: none"> Installation of operating systems (OS) on the servers as listed in Appendix D.
Client Responsibilities	<ul style="list-style-type: none"> Client staff are responsible for the regular backup of data stored on their local computer hard drives. Client staff will contact the ICT Service Desk to obtain support. When reporting faults staff are to provide a detailed description of the problem, including any error messages as well as a detailed description of the impact so that the appropriate priority level can be assigned. When advised of the Heat Call number, client staff are to ensure this is recorded and given on any future reference to the call. ICT is not responsible for the physical relocation of computing equipment and furniture as part of any office or building relocation other than the movement of equipment as part of the agreed desktop support and/or desktop refresh programme.
Performance Reporting	Performance reporting on key performance indicators will be provided to the Faculty or Operational Unit through the designated ICT Relationship Manager at a frequency as detailed in the schedule attached.
Quality Assurance	<p>The ICT Service Desk will carry out monthly random sampling on call closures. Annual satisfaction surveys of staff and students will be carried out and data analysed to facilitate continuous improvement of client service.</p> <p>Sampling and survey data will be made available on the Division of ICT website at http://www.usq.edu.au/ict</p>
Disaster Recovery	Disaster recovery planning for facilities and equipment is the joint responsibility of the Faculty and the Division of ICT Services.
Variations and costs	<p>Any variations to this schedule involving a fee for service will be charged according to the USQ Cost Recovery policy.</p> <p>See Appendix F for a list of variations.</p>
Service Contacts	<ul style="list-style-type: none"> ICT Service Desk 07 4631 1900 (Ext 1900) ICT Senior Support Officer, Chris Oosthuizen, 07 4631 2281 (Ext 2281) Service Delivery Co-ordinator, Chris White, 07 4631 1820 (Ext 1820) Relationship Manager, Brian Mesken, 07 4631 1414 (Ext 1414) Principal Manager Service Delivery, Maggie Fryer, 07 4631 2478 (Ext 2478)
Statement of Support Premises	<p>The above services will be supplied by Division of ICT Services by the effective allocation of 0.8 FTE support resources to Buildings and Facilities.</p> <p>These officers will be allocated on a rotational basis and will be drawn from the ICT General support Pool.</p>
Buildings and Facilities Responsibilities	24 hour access to supported areas.
Reporting Schedule	Every three months
Commencement	This Agreement commences as of 1 July 2007
Duration/	This Agreement expires as of 30 June 2008

Renewal	
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Review Process	This Agreement must be reviewed annually on the anniversary of the commencement date by the Service Provider and Service Receiver (for designated contacts, see below).			
Arbitration	The Primary Arbitrator is: General Manager In the absence of Primary Arbitrator, the Secondary Arbitrator is: Group Manager, Human Resources and Corporate Services			
Agreement Contacts	Name	Title	Telephone	Initials
	Barry Rowan	Manager (Printing Services)	4631 2008	
	Bryan Williams	Manager (Administration & Support Services)	4631 2167	
	Brian Mesken	Relationship Manager	4631 1414	
	Chris White	Service Delivery Co-ordinator	4631 1820	
	Maggie Fryer	Principal Manager Service Delivery	4631 2478	
	Brian Kissell	Chief Technology Officer	4631 2426	

Accepted and Signed		Division of ICT Services	Building and Facilities
	Service Provider's Date Stamp Here		
		Signature	Signature
	Name	Brian Kissell	Bryan Williams
	Title	Chief Technology Officer	Manager (Administration & Support Services)
Date			

Appendix A

All software is covered by a level of support between A “full” to D “none” (see Table 1 below). For categories A, B and C, ICT Services will manage software licensing and acquisition (eg. recording, negotiating site and volume licences, etc.) to ensure the best price possible is obtained and to assist elements in meeting copyright requirements.

LEVEL	DESCRIPTION
A	ICT Support Officers will be able to Install appropriately licensed software.
	ICT Support Officers will be able to answer questions about the product at most levels of expertise.
	ICT Support Officers will provide training services for this software.
B	ICT Support Officers will be able to Install appropriately licensed software.
	ICT Support Officers will be able to answer questions at some levels of expertise.
	ICT Support Officers may provide training services for this software.
C	ICT Support Officers will be able to Install appropriately licensed software.
	ICT Support Officers may be able to help with some queries.
	These products are not currently supported, but are recognised by the Division of ICT Services as a potential future support requirement.
D	These products are not supported and should not be used.

Table 1: Software Support Levels

Appendix B: Staff Software Supported List (Windows)

Vendor	Name	Version	Support Level
Adobe	Acrobat Reader	7	A
Apple Computer Inc.	iTunes	4.8	A
Apple Computer Inc.	QuickTime	6.5.2	A
Arbortext	Epic Editor	4.3.1	A
CyberLink	PowerDVD	5.1	A
FrontRange Solutions Inc.	HEAT	8.03	B
Macromedia	Flash	7.0.19.0	A
Macromedia	Shockwave	10.1r11	A
McAfee	VirusScan	8i	A
Microsoft	Client Office Sharepoint Portal Server	2003	A
Microsoft	.NET Framework	1.1	A
Microsoft	FrontPage	2003	A
Microsoft	Word	2003	A
Microsoft	Excel	2003	A
Microsoft	PowerPoint	2003	A
Microsoft	Access	2003	A
Microsoft	Publisher	2003	A
Microsoft	Outlook	2003	A
Microsoft	InfoPath	2003	A
Microsoft	Windows XP	SP2	A
Microsoft	Office Project	2003	B
Microsoft	Office Vision	2003	B
RealNetworks, Inc	RealOne Player	2	A
Roxio	Easy Creator	5	A
Sun Microsystems, Inc	Sun Java 2 Runtime Environment	1.4.2.07	A
	Celcat		C
	Flow4		B
Beloran	Quote & Print	7.1	C
Océ	DocWorks	3.6	C
	Oracle	9i	B
	PHClient		B
Creo	Preps	4.2	C
Adobe	Photoshop	6.0	C
	WinZip	9	B
Adobe	Pagemaker	6.5	C
Enfocus	Pitstop Professional	4.6	C
	MiniSoft	5	B
	Breeze		B
Adobe	Acrobat & Distiller		B
Serendipity Software	Black Magic	2.6.01	C
Esko-Graphics	RipMate	5.5	C
Epson	EpsonRIP		C
Autodesk	Revit	9	C
Autodesk	Autocad	2007	C
Autodesk	Architectural Desktop	2007	C
DCS	Posterjet	6	C
Corel	Coreldraw Graphics Suite	11	C
	NetFax		C

Appendix B Cont: Staff Software Supported List – MacOS X 10.4 (Macintosh)

Vendor	Name	Version	Support Level
Apple	Address Book	4.0.2	C
Adobe	Adobe Reader	7.0.2	C
Apple	Automator.app	1.0.1	C
Apple	Calculator	4.0	C
Apple	Dashboard.app	1.0	C
Apple	Dictionary.app	1.0.0	C
Apple	Disk Utility.app	10.5.1	C
Divx	DivX	5.2.1	C
Apple	DVD Player	4.6	C
Thomson ResearchSoft	EndNote	8.0.0	C
Fetch Softworks	Fetch(Apple Bundle)	4.0.3	C
Mozilla	Firefox	1.0.6	C
Apple	Font Book	2.0.1	C
Apple	GarageBand.app	2.0.1	C
Lemke Software	GraphicConverter(Apple Bundle)	5.4.1 Rev 2	C
Apple	iCal	2.0.2	C
Apple	iChat	3.0.1	C
Apple	iDVD.app	5.0.1	C
Apple	Image Capture	3.0	C
Apple	iMovie	5.0.2	C
Microsoft	Internet Explorer	5.2.3	C
Apple	iPhoto	5.0.3	C
Apple	iSync	2.1	C
Apple	iTunes	4.9	C
Apple	Java 1.4.2 Plugin Settings.app	1.4.2	C
Apple	Java Web Start.app	10.0.0	C
Apple	MacOS X	10.4	B
Apple	Mac OS 9	9.2.2	C
Microsoft	Microsoft Excel	11.1.1	A
Microsoft	Microsoft PowerPoint	11.1.1	A
Microsoft	Microsoft Word	11.1.0	A
Microsoft	Entourage	11.2.1	C
Extensis	Suitcase	11.0.2	C
Microtek	Scanwizard PRD	7.21.2	C
Apple	Preview	3.0.1	C
Apple	QuickTime Player	7.0.1	C
Real	RealPlayer	10.0.0	C
Microsoft	Remote Desktop Connection	1.0.3	C
Apple	Safari	2.0	C
Apple	Script Editor	2.1	C
Apple	Sherlock	3.6.1	C
Felt Tip Software	Sound Studio(Apple Bundle)	2.2	C
Apple	Stickies	5.1.0	C
Allume Systems, Inc.	StuffIt Expander	9.0.1	C
Apple	Terminal	1.5	C
Apple	TextEdit	1.4	C
McAfee	Virex 7.6	7.2	A
Microsoft	Windows Media Player	9.0	C
Adobe	Acrobat and distiller		
Enfocus	Pitstop Professional	7.0	C
Quark	QuarkXpress	6.5 (4.11)*	C
Adobe	Photoshop CS2	9.0 (7.0.1)*	C
Adobe	Illustrator	12.0 (10.0.3)*	C
Adobe	Indesign	4.0 (2.0.1)*	C

Creo	Preps	4.2.3 (4.1)*	C
Adobe	Pagemaker	6.5	C

* Parentheses denote OS 9.2 software version.

Appendix C: Number of Buildings & Facilities PCs Supported by ICT

Dept \ OS	Total	WNT4	W2K	W2KS	WXP	W98	WO3S	LNX	Mac 9.1	Mac 9.2	Mac 10	Other
B&F	74	4	10	2	40	2	1	1		1	1	9

Appendix D: Server Configurations

Item	Details
Server 1 - BlackMagic	
Operating System to be maintained on the server	Windows 2000
Server 2 – DPX RIP	
Operating System to be maintained on the server	Windows 2000
Server 3 - Océ	
Operating System to be maintained on the server	Windows 2003
Server 4 – Océ2	
Operating System to be maintained on the server	Windows 2003

Appendix E: Printers excluded from Print Consumables

Printer	ID – Serial Number
Canon IR 105 A	KCX00044
Canon IR 105 B	KCX00052
Canon IR 105 C	KCX00048
Canon IR 105 D	KCX00054
Canon IR 105 E	KCX00025
Canon IR 105 F	KCX00045
OCE VP2110	2364000284
OCE VP2100 BLM	236400690
OCE VP2110	236401566
DocuColor 6060	3110306589

Appendix F: VARIATIONS

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Cost of Variation:						
By signing below, all parties agree to the terms and conditions described in this variation to Service Level Agreement						
Name		Title		Signature		Date

Buildings & Facilities System Location Diagram

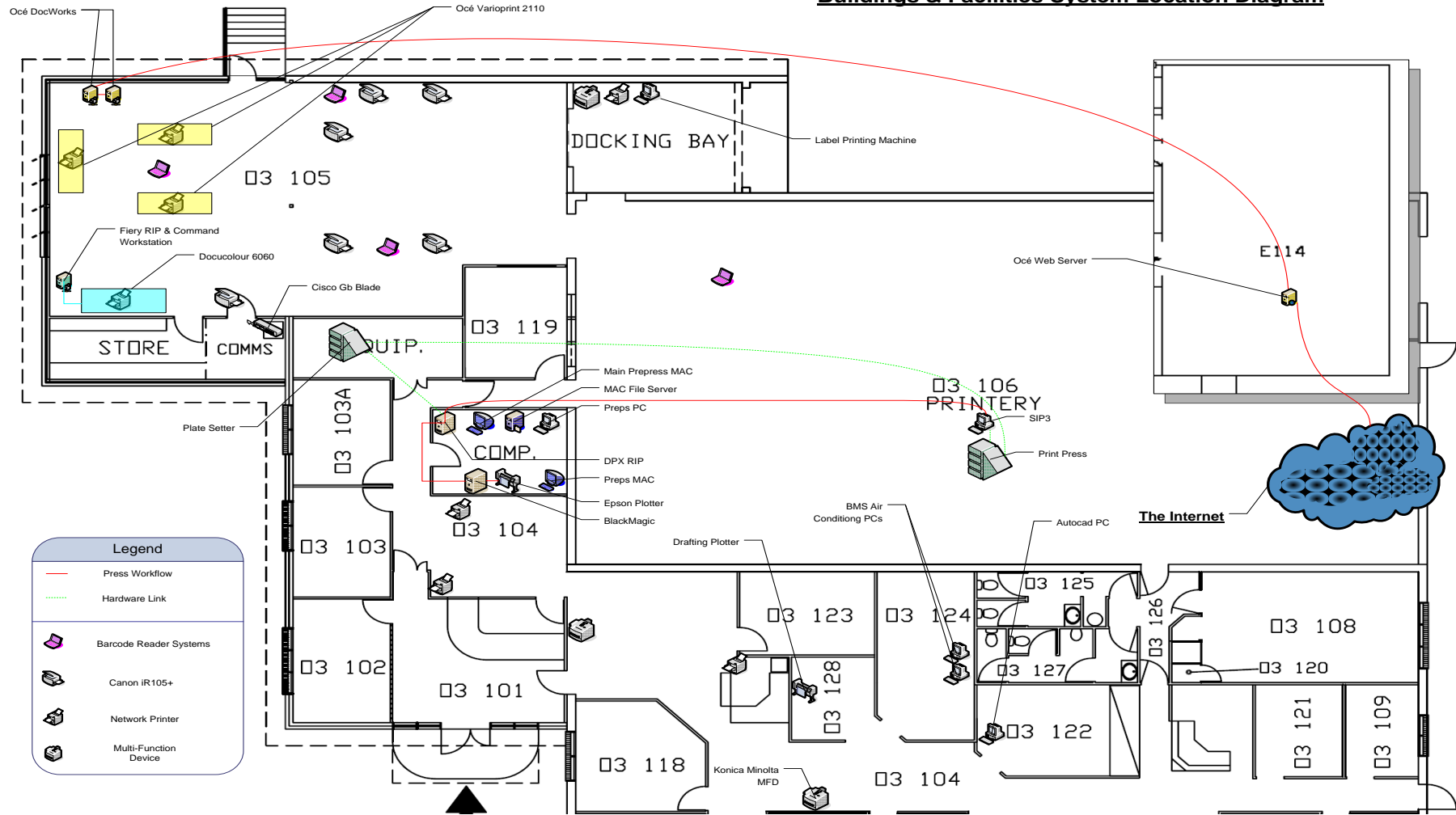


Figure 1: Buildings & Facilities System Location Diagram