UNIVERSITY OF SOUTHERN QUEENSLAND
Division ICT Services

Schedule of Services

Distance and e-Learning Centre (DeC)

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Document Purpose

Description of Services

This schedule of services covers:

- Support for the staff desktop and notebook computing environments
- Software support levels
- Baseline configurations and supported software
- Variations to USQ Core Desktop SLA (if appropriate)

Document Information

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Version Control

Version	Date	Author(s)	Summary of Changes
V1.1	9/7/08	Chris White	Draft
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V2.0	30/9/08	Maggie Fryer	Release

Error Advisory

To the Reader:

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.

If you are unable to contact the Owner, contact that person's Manager or Supervisor.

Thank you for helping the Division of ICT Services maintain quality documentation.

Schedule of Services
Distance and e-Learning Centre (DeC)

Audio Visual Services Provided to DeC Media Services, AV & RS, GD & PS Toowoomba Campus	• Broadcast engineering, consultancy and project management on concept; design, procurement, construction and implementation of Audio Visual technical infrastructure used within the Media Services Unit of DeC.
	  • Major installations such as television and audio production studios; editing suites and associated control rooms and replication areas. This service is provided to the unit on a cyclical basis at times of major infrastructure upgrades.
	• Provision of an "open door" consultancy policy to the unit's technical, production and artistic staff, in order to provide technical advice and support on all matters relating to the unit's operation.
	  • This service provision allows for the Media Services staff to tap into the broadcast and production knowledge base of the department to help formulate best practice and procedural methodology to create industry standard procedures and production outcomes.
	• High priority fault rectification to all core AV & RS/GD & PS systems, or if this is not possible, fault bypassing to enable studio shoots and production sessions to continue with minimal disturbance to clients, talent, production and replication schedules.
	  • Special matters of AVID and ProTools support involving host PC and storage drives
	
	See Appendix A for a list of Core AV & RS/GD & PS Systems
	
	• Technical direction and production participation.
	  • This service includes active participation in MSU productions and includes such activities as:
	  ○ CCU operation and technical direction during a studio shoot.
	  ○ Technical direction during a location shoot.
	  ○ Quality control of live recordings and signal monitoring.
	  ○ Participation in WEB streaming and conferencing telecasts.
	  ○ Participation in research and developmental work in new technologies such as WEB and POD casting.
	  ○ Attendance at various pre-production meetings which involve the planning for an upcoming production.
	
	• Fault rectification will be provided to the following types of equipment:-
	  • VTRs and recorders (VHS; SVHS; Umatic low and high band; DVC PRO; BETACAM; MINI DV; DV-CAM; DVD-R) and Hard disc recorders.
	  • Digital vision switcher.
	  • Video, Audio, RS-422 routing switchers.
	  • Audio mixing desks.
	  • Broadcast and professional video cameras.
	  • CCUs
	  • Studio lighting and DMX/TRIAC dimmer controllers.
	  • Professional monitors; and monitoring amplifiers.
	  • VDAs; SDAs; SPGs; waveform monitors.
	  • AVID core systems and associated system media drives.
	  • AVID MOJO and associated systems.
	  • ProTools hardware.
	  • Audio processing and patch panels.
	  • Video processing and patch panels.
	  • Studio floor hardware including tripods; pedestals; microphones, booms, monitors, bulkheads, cabling and scissor lift machinery.
	  • Video and audio EFP equipment and "on location" hardware including portable lights, tripods, cables, batteries and chargers, dollies and jib arm.

	• Dubbing and replication equipment including robotic CD/DVD copiers; robotic CD/DVD printers and Cassette duplicators; off-air receivers and recorders; and other rack mounted ancillary equipment. • Photographic studio hardware including flash units, studio lights, tripods and reflectors. • Photographic hardware including cameras (see note), slide mounting machinery and enlargers. Note, printers and camera optics/electronics are not supported, other than first in appraisal and technical advice. • Scheduled maintenance to above mentioned core equipment. • This service will be provided at times mutually suitable between the Media Services Department and AV Services and at intervals determined necessary by the Manager (Audio Visual Services) • It will be carried out in such a manner as to maintain the equipment within the manufacturer's specification, or as per field engineering bulletins on hand. • Staff training and technical guidance. • This service is provided to staff requiring operational training on any of the systems. • On going system renewal and upgrade strategic plans. • In conjunction with key DeC and MSU staff, AV Services will provide strategic planning for the evolutionary renewal and upgrading of core infrastructure in keeping with current budgetary restraints and department requirements. • General materials support and maintenance. • This service includes such items as: o Administration of in-house or out-sourced repairs to AV & RS/GD & PS equipment including all previously mentioned AV and replication equipment and the additional equipment associated with the photographic department, including still cameras; lights; flash units; slide mounting equipment; darkrooms etc. • Fabrication of small items of hardware such as leads; brackets; mounting devices and trolleys etc. • General Audio Visual services. • This service is as per services supplied to the University as a whole including such items as projector maintenance and conferencing support to meeting rooms, and distance education studios in Y block.
AV Support Availability	These services will be provided Monday through Friday between the hours of 8:00am and 5:00pm. Support can be provided outside of these hours if prior notice is given to the Manager (Audio Visual Services) well in advance. The cost of out-of-hours support will be paid by DeC.
Client Contact	Jeff Black
Service Contacts	• ICT Service Desk 4631 1900 (Ext 1900) • Senior ICT Support Officer 4631 2281 (Ext 2281) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Chris White, 4631 1820 (Ext 1820) • Relationship Manager, Yvonne Hallaran, 4631 5498 (Ext 5498) • Principal Manager Service Delivery, Maggie Fryer, 4631 2478 (Ext 2478)
Statement of Support Premises	The above services will be supplied by Division of ICT Services by the effective allocation of a Senior ICT Support Officer to ensure that performance based Service Level Agreements (SLA's) are met and that committed client service levels are maintained or exceeded.

DeC Responsibilities	DEC to provide secure lockable office and adequate workspace in Y Block for the use of ICT Support staff including: • Workspace for computer maintenance and roll-out setups including bench tops and additional network ports. • Lockable storage space to accommodate new/spare equipment and software media. • Office furniture (office chair, desk and filing cabinet). • Office consumables (eg: stationary, pens, stapler etc). • Use of printers, scanners and facsimile machines (or Multi Function Devices). • 24 hour access to faculty buildings and supported areas. • Minimum of 2 network outlets per support officer. ICT will provide support officers with a computer workstation, software and a telephone. ICT will pay for telephone calls, network access and support tools.
Reporting Schedule	Every three months
Commencement	This Agreement commences as of 1 October 2008
Review Process	This Agreement will be reviewed annually in the quarter following the anniversary of the commencement date by the Service Provider and Service Receiver (for designated contacts, see below).
Arbitration	The Primary Arbitrator is: DVC Scholarship In the absence of Primary Arbitrator, the Secondary Arbitrator is: General manager (University Services)
Agreement Contacts	

Name	Title	Telephone	Initials
Alan Smith	Executive Director DAIS & Acting Assistant DVC GLS	4631 2296	
Judy Timmins	Principal Manager (Operations)	4631 2311	
Yvonne Hallaran	Relationship Manager (DeC)	4631 5498	
Chris White	Service Delivery Co-ordinator	4631 1820	
David King	Manager (Audio Visual Services)	4631 2490	
Maggie Fryer	Principal Manager Service Delivery	4631 2478	
Brian Kissell	Chief Technology Officer	4631 2426	

Accepted and Signed	Service Provider's Date Stamp Here	**Division of ICT Services**	**DeC**
		Signature	Signature
	Title		
	Title		
	Date		

Appendix A: Core AV & RS/GD & PS Systems

AV & RS Systems

Description	Room
DeC broadcast television studio and associated hardware	Y103
Television Control room/AVID NLE edit suite 1	Y202
Dubbing and Replication room and all associated systems.	Y208
AVID NLE edit suite 2.	Y232
Audio Production Suite 1 and associated studio.	Y234, Y235
Audio Production Suite 2 and associated studio.	Y236, Y237
Central Apparatus Room and equipment racks.	Y260
AVID Liquid NLE Edit Suite 4	Y265
Pinnacle NLE Edit Suite	Y233

GD & PS Systems

Description	Room
Photography office and dark rooms.	Y212
Graphic and Multimedia Design Services areas.	Y213
Photographic studio and associated hardware.	Y242

Appendix B

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 C: DEC Distance and e-Learning Centre Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
Y103	TV Studio	Dell Latitude/Audio Visual	TV Broadcast Equipment; Scissor lift
Y108	Distribution Duplication Services	3 x Dell Optiplex	Various Primera CD/DVD Burning/Printing equipment; Duplication hardware
Y125	DMX Lighting Room	Audio Visual	Lighting equipment
Y202	Video Editing Suite 1/Control Room	HP PC/Audio Visual	TV Broadcast equipment
Y208	Dubbing	Audio Visual/Dell GX260	Dubbing and CD label printing equipment
Y232	Video Editing Suite 2	HP PC/Audio Visual	TV Broadcast Equipment
Y234	Audio Production Control Room	Dell GX270/PowerMac 5/Audio Visual	Studio Recording Equipment
Y235	Audio Studio	Audio Visual	Audio equipment
Y236	Audio Studio	Audio Visual	Audio equipment
Y237	Audio Production Control Room	Dell GX270/PowerMac 5/Audio Visual	Studio Recording Equipment
Y242	Photography Studio	Audio Visual	Cameras, slide printer, Flash units, etc.
Y260	CAR (Central Apparatus Room)	Audio Visual/AVID computer systems	Nerve centre for Media Services
Y268	Video Editing Suite 4	Dell Optiplex 745/Audio Visual	
Y274	Video Editing Suite 3	Dell 410/Imac/Audio Visual	-
Y274	Breeze Studio	Dell GX260	-
Y353	Meeting Room	Audio Visual	-
Y361	Demo Room	Dell GX260/Audio Visual	-
Y392	Synchronous Teaching Room	Dell GX260/Audio visual	Electronic Whiteboard Video conferencing equipment

Appendix D: Software Supported in DeC in addition to the SOE Baseline Configuration.

Vendor	Name	Version	Support Level
Eclipse.org	Eclipse	3.1.0	C
RedHat	Evolution	2.0.2	B
Mozilla	Firefox	1.0.7	B
MyEclipse?	MyEclipse?	latest	C
OpenOffice?.org	OpenOffice?	2.0.3	B
RedHat	RedHat	4	A

Appendix B describes the level of support provided for each application.

For list of Support Software refer to following documents:

- USQ Windows 7 Enterprise SOE
- SOE Windows XP image Definition
- Student Lab Updated Application
- Department Workstation List

Appendix E VARIATIONS