

Schedule of Services Faculty of Business

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Document Purpose	<p>Description of Services</p> <ul style="list-style-type: none"> • Support for the staff desktop and notebook computing environments • Computer lab support services • Lecture theatre support services • Audio Visual support service • Variations to USQ Core Desktop SLA (if appropriate) <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 Wide Bay or Springfield campuses).</p>			
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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>			

Schedule of Services

Faculty of Business

<p>Computer Labs at Toowoomba Campus</p>	<p>Computing support for desktops, printers and other peripheral devices in FOB computer laboratories.</p> <p>See Appendix B for a list of Computer Laboratories/Studios supported under this SLA.</p> <p>This service includes:</p> <ul style="list-style-type: none"> • PC and peripheral configuration, installation, software security, maintenance and support. • Software installation, security, maintenance and support. See USQ Windows 7 Enterprise SOE <p>See Appendix C for a list of additional Software supported under this SLA. See Appendix A Software Support Level Description under this SLA.</p> <ul style="list-style-type: none"> • Network printer installation, maintenance and support, including printer queues and access rights. • Consultation and assistance with the design and development of laboratory facilities. • Activities include: <ul style="list-style-type: none"> • Pre semester consultation with all course conveners for each lab to determine lab requirements; • Hardware acquisition (liaison between client and vendor); • Software acquisition (liaison between client and software services); • Software updates/patches and upgrades when labs are re-imaged including emergency security patching; • Software (Ghost/Macintosh) image development, testing, maintenance and deployment; • Computer networking through WAN port-activations and NetReg; • Computer management through DeepFreeze; • Staff and student queries via the ICT Service Desk; • Virus management through McAfee (Virex) Anti Virus Corporate Edition (Managed Mode); • Lab printer paper and toner checking and filling - and ensuring sufficient stock is held in store; • Ancillary requirements, eg FireWire/USB/Audio cables, digital cameras, scanners, webcams; • Hardware re-active maintenance: check and co-ordinate vendor to perform on-site warranty repairs; • Creation of staff and student laboratory account • Maintain laboratory security systems • Hardware disposal.
<p>Availability</p>	<p>Service availability of computers in computer labs is targeted at 99.999% of published lab opening hours.</p> <p>Support is available 100% of published support hours either on site or via the ICT Service Desk. (If support is unable to be carried out during a scheduled class, downtime is not included in the availability calculation.)</p>
<p>Resolution Time</p>	<ul style="list-style-type: none"> • All lab workstations will be repaired within two working days of the report of failure subject to availability and supply of replacement of faulty parts. • Replacement workstations will be provided to maintain the laboratories at 100% operation during scheduled teaching times. • All general-purpose lab printers will be repaired within two working days from the date of the failure report to the holder of the warranty • For printers that are out of warranty and not covered by a service

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	<p>contract ICT will source quotes from vendors for repairs on behalf of and subject to the approval of the Faculty. Replacement printers will be made available to maintain the laboratories at 100% operation during scheduled teaching times. These may not necessarily be of the same type.</p>
<p>Audio Visual Support Services</p>	<ul style="list-style-type: none"> • Provision of an “Open Door” consultancy policy to faculty technical and academic staff. <ul style="list-style-type: none"> ○ This service provision allows for faculty staff to tap into the knowledge base of the department to help in matters pertaining to audiovisual technology. This may include such things as the design of AV systems for a specific application, through to advice and assistance with the purchasing of equipment. • Scheduled maintenance to AV equipment. <ul style="list-style-type: none"> ○ This service will be provided at times mutually suitable between the faculty and the AV support department and at intervals determined necessary by the AV services manager. • Staff training and technical guidance. <ul style="list-style-type: none"> ○ This service is provided to staff requiring operational assistance with any of the AV systems used within the faculty. • Ongoing system renewal and upgrade strategic plans. <ul style="list-style-type: none"> ○ In conjunction with key faculty staff, AV services will provide strategic planning for the evolutionary renewal and upgrading of core AV infrastructure in keeping with current budgetary restraints and faculty requirements. • Requests for support will require a minimum of 24 hours notice, to be logged as a work request in HEAT. Otherwise support will be as per “best endeavours”.
<p>Portable Video Conferencing</p>	<ul style="list-style-type: none"> • Portable Video Conferencing receives the same support as listed in Audio Video Support Services above. • Requests for support will require a minimum of 24 hours notice, to be logged as a work request in HEAT. Otherwise support will be as per “best endeavours”. • If intending to use portable video conferencing equipment in a room that has not run this equipment before, 5 days lead time is required to ensure the room is patched appropriately for the equipment use.
<p>Service Contacts</p>	<ul style="list-style-type: none"> • ICT Service Desk 07 4631 1900 (Ext 1900) • ICT Senior Support Officer, 07 4631 5431 (Ext 5431) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Troy Downs, 07 4631 2771 (Ext 2771) • Principal Manager Service Delivery, Maggie Fryer, 07 4631 2478 (Ext 2478)
<p>Statement of Support Premises</p>	<p>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.</p>
<p>Faculty of Business Responsibilities</p>	<p>FOB to provide secure lockable office, storage, and workspace located in T344, T345, T346, T347, T312, and L109b for the use of ICT Support staff including :</p> <ul style="list-style-type: none"> • 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. <p>T344, T345, T346 and T347 are to be maintained as the ICT support staff offices.</p> <p>The Division of ICT Services will provide support officers with a computer workstation, software and a telephone. ICT will pay for telephone calls, network access and support tools.</p>

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Reporting Schedule	Every two months			
Commencement	This Agreement commences as of 1 September 2008			
Daemon Support Requested	<input type="checkbox"/> Yes <input type="checkbox"/> No			
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
	Sue Chapple	Faculty Administration Manager	4631 1248	
	Allan Layton	Dean, Faculty of Business	4631 1297	
	Phil Hallas	ICT Senior Support Officer	4631 5431	
	Mandy Snelgar	Relationship Manager	4631 2724	
	Troy Downs	Service Delivery Co-ordinator	4631 2771	
	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	Faculty of Business
		Signature	Signature
	Title		
	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: Faculty of Business Computer Laboratories/Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
L109	Special Programming Lab	25 x Dell Optiplex 745, VCR, OHP	
L110	Trading Room/general purpose lab	25 x Dell Optiplex 620, VCR, OHP	
T345 T346	Portable Video Conferencing	1x Portable Polycom Video Conferencing Unit, 32" LCD Screen, Polycom VSX 5000, Polycom VTX1000 Teleconference Phones	
T357	Frank Jarvis network lab/ Wireless lab	4 x Dell Optiplex GX520, 4 x Generic PCs	
T434	Portable Conferencing Equipment	1 x Oricom C1000, 1x Polycom Sound station Teleconferencing system	
T450	Postgraduate Lab	18 x Dell Optiplex 745	
T452	Board Room	1 x Dell Camera, Polycom VSX7000 Video Conferencing Unit, VCR, Konftel Telephone Conference, NEC LT265 Projector, NEC High Definition plasma 50" screen	
Q501	Meeting/Teaching Room	1x Dell GX620 Data Projector, Visualiser, Audio Amplifier, AMX Video Switch unit, VCR, Wireless Microphone.	
Q502	Meeting/Teaching Room	1x Dell GX620 Data Projector, Visualiser, Audio Amplifier, AMX Video Switch unit, VCR.	
Q513	Focus Group Room 2 in 1	Remote controlled close circuit camera VCR, Audio recorder with remote microphones, TV, VCR, Video Tape Deck, Audio Mixer, Remote controlled camera, Microphone	
Q520	Postgraduate Lab	8 x Dell Optiplex 745	

Appendix C: Software Supported in the Faculty of Business in addition to SOE.

Vendor	Name	Contact Person	Support Level
	Eclipse	Srecko Howard	C
	Net Beans.Org	Angela Howard	C
	SAS	Peter Best	C
Adobe	Acrobat Professional		C
Apian	SurveyPro	Raj Gururajan	C
Cogitum	Cogitum LC		C
DataStream	Advance		C
Dragon	Dragon Natural Speaking		C
Eagle	Eagle		C
Express Scribe	Express Scribe		C
Freeware	SyncBackSE	Dave Roberts	C
GRIC MobileOffice	Global roaming		C
Leximancer	Leximancer	Raj Gururajan	C
Microsoft	ASP.Net	Angela Howard	C
Microsoft	Script Debugger for Windows	Srecko Howard	C
Microsoft	Visio Professional	Debbie Crabb	C
Microsoft	Visio Viewer	Debbie Crabb	C
Microsoft	Visual Basic	Angela Howard	C
Microsoft	Visual Studio	Angela Howard	C
NCH Swift Sound	Express Talk	AnneMaree Jackson Rae Jones	C
Nuance	OmniPage Professional		C
Oracle	JDeveloper	Srecko Howard	C
Oracle	Oracle Client*	Glen Van der Vyver	C
Rasch-Model	Facets		C
School of IS	History	Srecko Howard	C
Sun Microsystems	J2EE 1.5 and 6 SDK	Angela Howard	C
Sun Microsystems	J2EE 1.5 Tutorial	Srecko Howard	C
Sun Microsystems	J2EE 5 Tutorial	Srecko Howard	C
Sun Microsystems	Java SDK	Angela Howard	C
Tejwin	TEJ-Online		C

[Appendix A](#) 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 D VARIATIONS

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Teaching Labs (L109, L110, and Frank Jarvis T357)	FOB Specific Teaching Laboratory	To continue as part of the Schedule of Services or until lab no longer required	8:00am – 5:00pm Monday to Friday	<p>Special Teaching Labs to be given High impact priority as per the urgency and impact matrix.</p> <p>Nominated FOB staff to be given local admin rights to install. This does not include Deep Freeze. This will allow for the install of specialized software by the nominated FOB staff for a temporary period. (Note this software will be removed by Deep Freeze at next boot or after timeout)</p> <p>A minimum of 5 working days is required to install new software (permanent install or change to current image), to the labs to accommodate special class requirements.</p>	Key Performance Indicators via the Service Desk reports.	FOB School of Information Systems ICT Service Delivery

Cost of Variation: Nil

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
FOB Student Oracle Database	FOB Teaching Laboratory	To continue as part of the Schedule of Services or until lab no longer required	8:00am – 5:00pm Monday to Friday	<p>Hosting and monitoring of an Oracle database (Student on Linux server oradb-stud1) together with an isqlplus component located on oradb-stud2.</p> <p>Hosting and monitoring of the current student database server and isqlplus server until the faculty is satisfied with the performance of the new configuration.</p> <p>Provision of administrative access to the student database for the course leader via Oracle Enterprise Manager Database control.</p> <p>No database backups required (except at initial database creation) Faculty of Business have responsibility for the scripts to recreate the required structure if required.</p> <p>ICT guarantee to meet the response and resolution times as listed in the USQ Core Desktop SLA</p> <p>Service Deleivery staff will respond with a urgent priority and liase with I&S to restore services</p>	Key Performance Indicators via the Service Desk reports.	<p>Glen van der Vyver Faculty of Business.</p> <p>ICT Infrastructure and Systems</p>

Cost of Variation: Nil

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
FOB Index	FOB Index not yet migrated to USQ Index (Core Service)	To continue as part of the Schedule of Services or until migrated to USQ Index as a core service	8:00am – 5:00pm Monday to Friday	<p>Hosting of FOBIndex portal. FOBIndex is managed as a two-tiered system. The frontend of the SharePoint instance is on a legacy server (Santorini) managed by ICT System Administration Team (Windows) and is backed up on a daily Basis</p> <p>The content database is on a SQL server (ODIN) managed by ICT Database Administrators and is backed up on a daily basis</p> <p>ICT guarantee to meet the response and resolution times as listed in the USQ Core Desktop SLA</p> <p>Service Delivery staff will respond with a urgent priority and liase with I&S to restore services</p>	Key Performance Indicators via the Service Desk reports.	<p>FOB School of Information Systems</p> <p>ICT Infrastructure and systems</p> <p>ICT Service Delivery</p>

Cost of Variation: Nil