

Schedule of Services Faculty of Education

Document Purpose	1
Description of Services	1
Document Information	1
Version Control	1
Error Advisory	1
Faculty of Education Computer Labs at Toowoomba Campus	2
Availability	2
Resolution Time	2
Service Contacts	3
Statement of Support Premises	3
Faculty of Education Responsibilities	3
Reporting Schedule	3
Variations and costs	3
Commencement	3
Daemon Support Requested	3
Review Process	3
Arbitration	3
Agreement Contacts	3
Accepted and Signed	4
Appendix A	5
Appendix B: Faculty of Education Computer Laboratories/Studios Supported	6
Appendix C: Faculty of Education Computer Laboratories Baseline Configurations & Supported Software	7
Appendix D VARIATIONS	8

<p>Document Purpose</p>	<p>Description of Services</p> <p>This schedule of services covers:</p> <ul style="list-style-type: none"> • Faculty of Education computer labs at Toowoomba campus • Computer lab service availability and resolution times • Software support levels • Baseline configurations and supported software • Variations to USQ Core Desktop SLA (if appropriate) 																
<p>Document Information</p>	<p>Version</p> <p>Release Date</p> <p>Release Status</p> <p>Author(s)</p> <p>Owner</p> <p>Print Date</p> <p>Approved By</p> <p>Restriction</p> <p>Doc. Cat. Table</p> <p>Type of Document</p> <p>Document Number</p> <p>Electronic Location and Filename</p> <p>Hardcopy Location</p>	<p>V2.0</p> <p>23 June 2008</p> <p>Final</p> <p>Chris White, Service Delivery Co-ordinator</p> <p>Maggie Fryer, Principal Manager Service Delivery</p> <p>21 December 2010</p> <p>Brian Kissell, CTO</p> <p>Internal</p> <p>Client</p> <p>Schedule of Services</p> <p>SOS_FOE_02</p> <p>https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/FOE%20Aug%2008.pdf</p> <p>Service Delivery Section</p>															
<p>Version Control</p>	<table border="1"> <thead> <tr> <th>Version</th> <th>Date</th> <th>Author(s)</th> <th>Summary of Changes</th> </tr> </thead> <tbody> <tr> <td>V0.1</td> <td>16/2/08</td> <td>Maggie Fryer</td> <td>Updated to include campus references</td> </tr> <tr> <td>V0.2</td> <td>23/5/08</td> <td>Brian Kissell/Maggie Fryer</td> <td>Minor edits</td> </tr> <tr> <td>V1.0</td> <td>23/6/08</td> <td>Maggie Fryer</td> <td>Release</td> </tr> </tbody> </table>	Version	Date	Author(s)	Summary of Changes	V0.1	16/2/08	Maggie Fryer	Updated to include campus references	V0.2	23/5/08	Brian Kissell/Maggie Fryer	Minor edits	V1.0	23/6/08	Maggie Fryer	Release
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<p>Error Advisory</p>	<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 Education

<p>Faculty of Education Computer Labs at Toowoomba Campus</p>	<p>Computing support for desktops, printers and other peripheral devices in FOE 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"> • Software installation, security, maintenance and support. See See Windows 7 Enterprise 7 SOE for a list of Software supported under this SLA. See Appendix A Software Support Level Description under this SLA. • Consultation and assistance with the design and development of laboratory facilities. • Activities include: <ul style="list-style-type: none"> • Lab maintenance including cleaning of hardware and peripherals on a weekly basis. • Maintain laboratory security systems. • Pre semester consultation with all course examiners for each lab to determine lab requirements; • Provide a presentation for the first class of each course, to make sure all students can login and the rules of the Laboratory are explained. • Hardware/Software acquisition (liaison between client and vendor). • Software updates/patches and upgrades when labs are re-imaged including emergency security patching. • Software image development, testing, maintenance and deployment. • Computer networking through WAN port-activations and NetReg. • Computer management through DeepFreeze. • 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. • Creation of staff and student laboratory account. • Maintenance & writing of specialist system scripts.
<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 99.999% 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. <p>For printers 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. Replacement printers will be made available to</p>

Division of ICT Schedule of Services Agreement

	maintain the laboratories at 99.999% operation during scheduled teaching times. These may not necessarily be of the same type.			
Service Contacts	<ul style="list-style-type: none"> • ICT Service Desk 07 4631 1900 (Ext 1900) • ICT Senior Support Officer 07 4631 2365 (Ext 2365) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Chris White, 07 4631 1820 (Ext 1820) • Relationship Manager, Rob Chown, 07 4631 2488 (Ext 2488) • Principal Manager Service Delivery, Maggie Fryer, 07 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.			
Faculty of Education Responsibilities	24 hour access to faculty buildings and supported areas.			
Reporting Schedule	Every three months			
Variations and costs	Any variations to this schedule involving a fee for service will be charged according to the USQ Cost Recovery policy . <i>See Appendix D for a list of variations.</i>			
Commencement	This Agreement commences as of 1 June 2008			
Daemon Support Requested	<input type="checkbox"/> Yes <input checked="" 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: DVC GLS			
Agreement Contacts	Name	Title	Telephone	Initials
	Hardus Venzke	Faculty Administrator	4631 2328	
	Nita Temmerman	Dean of Education	4631 2317	
	Rob Chown	Relationship Manager	4631 2488	
	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	

Division of ICT Schedule of Services Agreement

Accepted and Signed		Division of ICT Services	Client
	Service Provider's Date Stamp Here		
		Signature	Signature
	Title		
	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 Education Computer Laboratories/Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
G316		7 x iMac	
G424		3 x iMac	
Q142		1 x eMac 1 x Apple iMac Intel, 1 x Dell OptiPlex GX620	
G422		6 x Dell OptiPlex GX270, 5 x Dell OptiPlex GX260.	

Appendix C: Faculty of Education Computer Laboratories Baseline Configurations & Supported Software

[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 A](#) describes the level of support provided for each application.

Appendix D VARIATIONS

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
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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
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