

Schedule of Services

Faculty of Engineering and Surveying

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| <p>Document Purpose</p> | <p>Description of Services</p> <p>This service level agreement covers: schedule of services covers:</p> <ul style="list-style-type: none"> • Faculty of Engineering and Surveying 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) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------------------|--|--------------|--------------------|--|---------|------|--------------|--------------------|----------------|---------|-------------|--|-------|--|--------------|------------------|-------------|--------------------|-------------|----------|-----------------|--------|------------------|-------------------------|-----------------|-------------|----------------------------------|---|-------------------|--------------------------|
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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 Engineering and Surveying

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|--|---|
| <p>Faculty of Engineering and Surveying Computer Labs at Toowoomba Campus</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. <p>See USQ Windows 7 Enterprise SOE</p> <p>See Appendix C for a list of additional Software supported under this SLA.</p> <p>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 or technical officers, as appropriate, for each lab to determine lab requirements; • Hardware acquisition (liaison between client and vendor); • Hardware installation; • Software acquisition (liaison between client and software services); • Software installation and licensing (especially programs that need individual or unique registration); • Software updates/patches and upgrades when labs are re-imaged including emergency security patching; • Software (Ghost/Macintosh) image development, testing, maintenance and deployment, in conjunction with academic and technical staff where appropriate; • 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); • Printer installation, configuration and maintenance; • 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 pro-active maintenance: keyboard, mouse and monitor working; • Hardware re-active maintenance: check and co-ordinate vendor to perform on-site warranty repairs; • 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> |

Division of ICT Schedule of Services Agreement

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| Resolution Time | <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 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. |
| Audio Visual Support Services | <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"> ▪ Includes 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"> ▪ 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"> ▪ Provided to staff requiring operational assistance with any of the AV systems used within the faculty. • On going 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. • General Audio Visual services. <ul style="list-style-type: none"> ▪ This service is as per services supplied to the University as a whole including such items as projector maintenance; AV system fault rectification and repair, teaching space support; upgrades and equipment setups. |
| Service Contacts | <p>ICT Service Desk 07 4631 1900 (Ext 1900) Senior ICT Support Officer, 0419648048 Service Delivery Co-ordinator, Chris White, 07 4631 1820 (Ext 1820) Relationship Manager, Carol McCabe 07 4631 1215 Principal Manager Service Delivery, Maggie Fryer, 07 4631 2478 (Ext 2478)</p> |
| Statement of Support Premises | <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> |
| Faculty of Engineering and Surveying Responsibilities | <ul style="list-style-type: none"> • FOES to provide secure lockable office and workspace in Z327 for the use of ICT Support staff including : <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. • Minimum of 2 network outlets. • 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. |
| Reporting Schedule | <p>Every three months</p> |
| Variations and costs | <p>Any variations to this schedule involving a fee for service will be charged according to the USQ Cost Recovery policy. See Appendix D for a list of variations.</p> |

Division of ICT Schedule of Services Agreement

| | | | | |
|---------------------------------|---|---|-----------|----------|
| Commencement | This Agreement commences as of 1 August 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 |
| | Trevor White | Faculty Manager | 4631 2521 | |
| | Professor Frank Bullen | Dean, Faculty of Engineering and Surveying and Pro Vice Chancellor (Research) | 4631 1093 | |
| | | | | |
| | Carol McCabe | Relationship Manager | 4631 1215 | |
| | 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 | Faculty of Engineering and Surveying |
| | Service Provider's Date Stamp Here | | |
| | | 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 Engineering and Surveying Computer Laboratories/Studios Supported

| Room Number | Laboratory | Personal Computers | Level of Support |
|-------------|------------------------|---|--|
| Z104 | Testing Lab | 1 x Non networked GX745 (MTS Testing m/c) | o/s ICT. Testing software installation and configuration FOES responsibility |
| Z108 | Testing Lab | 1 x Non networked GX745 (Avery Testing m/c) | o/s ICT. Testing software installation and configuration FOES responsibility |
| Z120 | Survey Prep Room | 1 x Dell GX745 | Direct image of the Z307/Z310/Z311 laboratory PCs |
| | | | |
| Z203 | Screened rooms | Assorted old PCs | Not Supported |
| Z204 | Electronics Lab | 4 x Coretech PCs. | o/s only. (pdf viewing) |
| Z209 | PLC Lab | 5 x Dell GX745 | o/s only. PCs replaced in Jan 2007 |
| Z213 | Advanced Control Lab | Assorted old Ps | Techtronic's lab. Unsupported. PCs are used as controllers with anything and everything as an o/s or software. |
| Z214 | Control Lab | 2 x GX260 | Unsupported. Left as is since 2 x GX260 placed in lab Jan 2007. |
| Z215 | Telecommunications lab | Assorted old PCs | Unsupported. |
| Z217 | Electronics Workshop | 2 x older PCs. | Supported o/s only. Replacing PC may necessitate FOES purchasing new equipment interfaces. |
| Z217 | Electronics Workshop | 3 x FOES Loan laptops | Standard image and local non networked loan. |
| Z231 | Temperature profiler | 1 x old Roshtech PC | Supported o/s only. Replacing PC may necessitate FOES purchasing new equipment interfaces. |
| Z220 | Computer | 15 x GX745 | Supported o/s only. PCs replaced in Jan 2007 |

| Room Number | Laboratory | Personal Computers | Level of Support |
|-------------|------------------------|---|---|
| | Engineering Lab | | |
| Z221 | Microprocessor Lab | 5 x GX280 ATE, 10 x Coretech | Supported o/s only |
| Z222 | Adv Microprocessor Lab | 9 x Coretech | Supported o/s only |
| Z305 | CERSC | 4 x Dell Precision w/s | Supported with base image if possible. |
| Z307 | Networked Lab | 15 x Dell GX745 + 1 A/V w/s | Supported. Developed Student image |
| Z308 | CAT Lab | 15 x Sun Opteron | Supported Win XP64 image. Partially managed by ICT and Chris Snook |
| Z310 | Networked Lab | 15 x Dell GX745 + 1 A/V w/s | Supported. Developed Student image |
| Z311 | Networked Lab | 15 x Dell GX745 + 1 A/V w/s | Supported. Developed Student image |
| | | | |
| Z504 | GPS Base Station | 2 x Coretech PCs | Supported o/s only. Interfacing to base station, configuration of trimble software FOES responsibility. |
| Z104 | Soils Lab | 1 x Dell PC | Supported o/s only |
| Z4 101 | Mechanical Workshop | 1 x GX260 Mazak, 1 x PC Structures lab. | Supported. Mazak (Networked, Cad Cam software). Structures o/s. FOES responsible Software and Configuration |

Appendix C: Additional Software Supported in the Faculty of Engineering and Surveying Computer Laboratories

[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](#)
- [FOES Computer laboratory Image Software Listing](#)

Appendix D 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 |
| | | | | | | |