

Schedule of Services

USQ Fraser Coast Campus

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<p>Document Purpose</p>	<p>The purpose of this Schedule of Services is to establish a clear baseline of service expectation and client responsibility between USQ Fraser Coast 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 • Computer lab support services • Lecture Theatre • Audio Visual <p>Services provided by the Division of ICT Services that are not referenced within this Schedule of Services will be covered by either Global SLA's or Product and Service SLA's where applicable.</p> <p>Support Services are provided for the primary physical location (ie Fraser Coast campus) unless stipulated as a variation in the attachments.</p>																										
<p>Document Information</p>	<table border="0"> <tr><td>Version</td><td>V3.0</td></tr> <tr><td>Release Date</td><td>15 October 2010</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>SLA_FraserCoast_03</td></tr> <tr><td>Electronic Location and Filename</td><td>https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/Fraser%20Coast%20Schedule%20of%20Services.pdf</td></tr> <tr><td>Hardcopy Location</td><td>Service Delivery Section</td></tr> </table>	Version	V3.0	Release Date	15 October 2010	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	SLA_FraserCoast_03	Electronic Location and Filename	https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/Fraser%20Coast%20Schedule%20of%20Services.pdf	Hardcopy Location	Service Delivery Section
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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 Fraser Coast Campus

<p>Computer Labs at Fraser Coast Campus</p>	<p>Computing support for desktops, printers and other peripheral devices in Fraser Coast Campus 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 USQ Windows 7 Enterprise SOE for a list of Software supported under this SLA. See Department Workstation List for a list of PCs supported 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. • The purchase of ICT 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 accounts. • Maintenance and writing of specialist system scripts. • Hardware disposal. <p>Other duties as negotiated.</p>
<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. • 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

Division of ICT Schedule of Services Agreement

	<p>and subject to the approval of the Faculty. Replacement printers will be made available to maintain the laboratories at 99.999% operation during scheduled teaching times. These may not necessarily be the same type.</p>
Audio Visual Support Services	<ul style="list-style-type: none"> • Provision of consultancy services to campus technical and academic staff as required. <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 particular faculty and the AV support department and at intervals determined necessary by the AV services manager. In some instances, this service will be provided by outside AV contractors in accordance with pre-existing service contracts. • Staff training and technical guidance. <ul style="list-style-type: none"> ○ This service is provided to staff requiring operational assistance with AV systems used throughout the campus. In the first instance it will be provided through the senior ICT support officer located on campus, with further assistance available from the Toowoomba based Audio Visual Services department if required. • On going system renewal and upgrade strategic plans. <ul style="list-style-type: none"> ○ In conjunction with key campus staff, AV services will provide strategic planning for the evolutionary renewal and upgrading of core AV infrastructure in keeping with current budgetary restraints and campus requirements. • General Audio Visual services. <ul style="list-style-type: none"> ○ "First in" AV support for operational issues or fault resolution will be provided through the local ICT support officers located on campus. They in turn will liaise with the Toowoomba based Audio Visual Services Department for further technical support and advice as required.
ICT Training	<ul style="list-style-type: none"> • Technology implemented in the ICT Training labs and A105 at Fraser Coast allows Fraser coast staff to participate in the full schedule of ICT training courses offered to the University.
Service Contacts	<ul style="list-style-type: none"> • ICT Service Desk 07 4631 1900 (Ext 1900) • ICT Senior Support Officer, Peter Mudge, 07 4194 3110 (Ext 3110) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Chris White, 07 4631 2771 (Ext 2771) • Relationship Manager, Brian Kissell, 07 4631 2426 • 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 2 FTE support resources to the Fraser Coast Campus.</p>
Fraser Coast Campus Responsibilities	<p>Fraser Coast Campus to provide secure lockable office, storage, and workspace located in WA134, 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. • Access to a Campus vehicle, by negotiation, when required <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>

Division of ICT Schedule of Services Agreement

Reporting Schedule	Every three months			
Commencement	This Agreement commences as of 1 August 2010			
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
	Ken Stott	Fraser Coast Provost	4194 3111	
	Brett Langabeer	Fraser Coast Campus Manager	4194 3124	
	Peter Mudge	Senior ICT Support Officer	4194 3110	
	Chris White	Service Delivery Co-ordinator and Relationship Manager	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		Division of ICT Services	Fraser Coast
	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: Fraser Coast Campus Lecture Theatre/Teaching Rooms, Computer Laboratories/Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
FA101	A Block Foyer	4 x Dell 755, 1 x Mini PC	Wallflower
FA105	Training Room	5 x Dell 755\ Audio Visual\Polycom Video Conference	
FA122	Student Lab	22 x Dell 745\Visual	
FA125	Student Lab	20 X Dell 755\Visual	
FA135	Student Resource Room	1 x GX110, 1 x Custom Video Editing PC, 1 X IMac	1 x Canon MFD iRC5880, 1 x Canon iR5055
FA136	Student Lab	20 X Dell 755\Visual	
FA139	A Block Lecture Theatre	1 x HP dc7800\Audio Visual \Tandberg Videoconference	Visualiser, VCR, Radio Mic
Library	Library Student Lab	15 x Dell 745	Canon MFD iR3225
FB101	B Block Foyer	1 x Mini PC	Wallflower
FB116	Nursing Ward	1 X HP DC7800, 3 x Dell 755\Audio Visual	
FB117	Nursing Ward	1 X HP DC7800, 3 x Dell 755\Audio Visual	
FB118	Science Lab	1 x HP dc7800\Audio Visual	VCR
FB120	Science Lab	1 x HP dc7800, 2 x Dell GX270\Audio Visual	VCR
FB104	B Block Lecture Theatre	1 X HP dc7800\Audio Visual x 2\Tandberg	Visualiser, VCR, Radio Mic
FB205	Teaching Room	1 x HP dc7800\Audio Visual\Polycom Video Conferencing\ Polycom Teleconferencing	Visualiser, VCR
FB206	Teaching Room	1 X HP dc7800\Audio Visual	Visualiser, VCR, Radio Mic
FB207	Teaching Room	1 x HP dc7800\Audio Visual\Tandberg Video Conference	Visualiser, VCR
FB208	Teaching Room	1 x HP dc7800\Audio Visual	Visualiser, VCR, Radio Mic

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
FB209	Teaching Room	1 x HP dc7800\Audio Visual\Polycom Videoconference	Visualiser, VCR
FB210	Teaching Room	1 x HP dc7800\Audio Visual\Tandberg Video Conference	Visualiser, VCR
FB211	Nursing Ward	1 x HP dc7800\ Audio Visual	
FB212	Teaching Room	1 X HP dc7800\Audio Visual	Visualiser, VCR
FC105	Teaching Room	Audio Visual	
FC111	Teaching Room	1 x HP dc7800\Audio Visual	Visualiser, VCR, Radio Mic
FC112	Learning Support Centre	1 X Dell GX620, 5 x Dell 960, 1 x Mini PC\Audio Visual	Wallflower
FC117	Interview Room	Audio Visual	
FC120	Student Space	1 x Mini PC, Audio Visual	Wallflower
FC205	Teaching Room	1 x HP dc7800\Audio Visual\Tandberg Videoconference	Visualiser, VCR, Radio Mic
FC207	Boardroom	1 x HP dc7800\Audio Visual\Tandberg Videoconference	Visualiser, VCR, Radio Mic
FC209	Teaching Room	1 x HP dc7800\Audio Visual	Visualiser, VCR, Radio Mic
FC210	Teaching Room	1 x HP dc7800\Audio Visual\Tandberg Videoconference	Visualiser, VCR, Radio Mic
FC211	Teaching Room	1 x HP dc7800\Audio Visual	Visualiser, VCR, Radio Mic

Appendix C: Software Supported in the Fraser Coast Campus Computer Laboratories

For list of Support Software refer to following documents:

- [USQ Windows 7 Enterprise SOE](#)
- [SOE Windows XP image Definition](#)
- [Student Lab Updated Application](#)

Appendix D VARIATIONS

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
CCTV and Surveillance Equipment	CCTV @Fraser Coast consists of 2 x Ness Pro 16 & 2 x Geovision sytems with 48 cameras. ICT staff provide support for these systems.	Continuing	8:00am – 5:00pm Monday to Friday	<ul style="list-style-type: none"> • Camera maintenance. Weekly checks to ensure operation and focus. • DVR maintenance. Cleaning Filters (bi-annual) and Operator System patching. • Incident management, exporting identified video for submission to Police. • Liaise with In Sight & Sound re Warranty & Expansion. 	Service managed and proactive maintenance implemented.	ICT Service Delivery

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Support Hours	Technical support may be required at weekends and outside the hours of 8am-5pm	Continuing	Weekends and outside hours of 8am-5pm	If the need arises, technical support can be made available at weekends and outside the hours of 8am-5pm through negotiation between Fraser Coast Provost, ICT Senior Support Officer and the Service Delivery Co-ordinator.	Reporting of KPI's under the Springfield SLA	Fraser Coast Provost ICT Senior Support Officer ICT Service Delivery Co-ordinator
<p>Cost of Variation</p> <ul style="list-style-type: none"> ▪ Support that is provided after-hours through an ICT Support Officer being called out, will be paid at call-out rates and will be cost-recovered from Fraser Coast. 						