

# Schedule of Services Library

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<b>Document Purpose</b>	<p><b>Description of Services</b></p> <p>This schedule of services covers:</p> <ul style="list-style-type: none"> <li>• Library training labs at Toowoomba campus</li> <li>• Computer lab service availability and resolution times</li> <li>• Software support levels</li> <li>• Baseline configurations and supported software</li> <li>• Variations to USQ Core Desktop SLA (if appropriate)</li> </ul>			
<b>Document Information</b>	Version		V2.0	
	Release Date		1 August 2008	
	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, CTO	
	Restriction		Internal	
	Doc. Cat. Table		Client	
	Type of Document		Service Level Agreement	
	Document Number		SLA_LIB_02	
	Electronic Location and Filename		<a href="https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/Library%20Aug%2008.pdf">https://intranet.usq.edu.au/ict/SLAs/Current%20SLAs/Library%20Aug%2008.pdf</a>	
	Hardcopy Location		Service Delivery Unit	
	<b>Version Control</b>	Version	Date	Author(s)
V1.1		13/5/08	Chris White	Draft
V1.2		9/7/08	Maggie Fryer	Minor edits
V2.0		12/8/08	Maggie Fryer	Release
<b>Error Advisory</b>	<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

## Library

<p><b>Audio-Visual Services</b></p>	<ul style="list-style-type: none"> <li>• Provision of an “open door” consultancy policy to faculty technical and academic staff. This service provision allows for The Library 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.</li> <li>• Scheduled maintenance to AV equipment. This service will be provided at times mutually suitable between The Library and AV Services and at intervals determined necessary by the Manager (Audio Visual Services).</li> <li>• Staff training and technical guidance. This service is provided to staff requiring operational assistance with any of the AV systems used within The Library.</li> <li>• On going system renewal and upgrade strategic plans. In conjunction with key Library staff, AV Services will provide strategic planning for the evolutionary renewal and upgrading of core AV infrastructure in keeping with current budgetary restraints and The Library’s requirements.</li> <li>• General Audio Visual services. This 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.</li> </ul>
<p><b>Library Training Laboratories R233 and R235</b></p>	<p>Computing support for desktops, printers and other peripheral devices in the Library training laboratories R233 and R235.</p> <p>This service includes:</p> <ul style="list-style-type: none"> <li>• PC and peripheral configuration, installation, security, maintenance and support.</li> <li>• Software Installation, security, maintenance and support. <i>See <a href="#">Appendix C</a> for a list of Software supported under this SLA.</i> <i>See <a href="#">Appendix A</a> Software Support Level Description under this SLA.</i></li> <li>• Network printer installation, maintenance and support, including printer queues and access rights.</li> <li>• Consultation and assistance with the design and development of laboratory facilities.</li> <li>• Activities include:             <ul style="list-style-type: none"> <li>• Pre semester consultation with all course conveners for each lab to determine lab requirements.</li> <li>• Hardware acquisition (liaison between client and vendor).</li> <li>• Hardware installation.</li> <li>• Software acquisition (liaison between client and ICT Procurement).</li> <li>• Software installation and licensing (especially programs that need individual/unique registration).</li> <li>• Software updates/patches and upgrades when labs are re-imaged including emergency security patching.</li> <li>• Software image development, testing, maintenance and deployment.</li> <li>• Computer networking through WAN port-activations and NetReg.</li> <li>• Computer image management.</li> <li>• Staff and student queries via the ICT Service Desk.</li> <li>• Virus management.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Printer installation, configuration and maintenance.</li> <li>• Lab printer paper and toner checking and filling and ensure sufficient stock is held in store.</li> <li>• Ancillary requirements, eg FireWire/USB/Audio cables, digital cameras, scanners, webcams.</li> <li>• Hardware pro-active maintenance: keyboard, mouse and monitor working.</li> <li>• Hardware re-active maintenance: check and co-ordinate vendor to perform on-site warranty repairs.</li> <li>• Participate in lab development including developing a four year turnover plan.</li> <li>• Hardware disposal.</li> </ul>
<b>Availability</b>	<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, this timeframe cannot be taken as a measure.)</p>
<b>Resolution Time</b>	<ul style="list-style-type: none"> <li>• All lab workstations will be repaired within two working days of the report of failure subject to availability and supply of replacement of faulty Library.</li> <li>• Replacement workstations will be made available to maintain the laboratories at 100% operation during scheduled teaching times.</li> <li>• 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.</li> </ul> <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 Library. Replacement printers will be made available to maintain the laboratories at 100% operation during scheduled training times.</p>
<b>Service Contacts</b>	<ul style="list-style-type: none"> <li>• ICT Service Desk 4631 1900 (Ext 1900)</li> <li>• ICT Senior Support Officer 0400 761 366</li> <li>• Service Delivery Co-ordinator, Chris White, 4631 1820 (Ext 1820)</li> <li>• Relationship Manager, Allen Counter, 4631 2186 (Ext 2186)</li> <li>• Principal Manager Service Delivery, Maggie Fryer, 4631 2478 (Ext 2478)</li> </ul>
<b>Statement of Support Premises</b>	<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>
<b>Library Responsibilities</b>	<ul style="list-style-type: none"> <li>• The Library to provide secure lockable office and workspace for the use of ICT Support staff including: <ul style="list-style-type: none"> <li>• Office furniture (office chair, desk and filing cabinet)</li> <li>• Office consumables (eg: stationary, pens, stapler etc)</li> <li>• Use of printers, scanners and facsimile machines (or Multi Function Devices)</li> <li>• Access be permitted to buildings and supported areas during The Library's operating hours.</li> <li>• Minimum of four network outlets</li> </ul> </li> <li>• Lockable Storage Room</li> <li>• ICT will provide support officers with a computer workstation, software and a telephone. ICT will pay for telephone calls, network access and support tools.</li> </ul>
<b>Reporting Schedule</b>	<p>Every 3 Months</p>

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<b>Variations and costs</b>	Any variations to this schedule involving a fee for service will be charged according to the <a href="#">USQ Cost Recovery policy</a> . <i>See Appendix D for a list of variations.</i>			
<b>Commencement</b>	This Agreement commences as of 1 August 2008			
<b>Daemon Support Requested</b>	<input checked="" type="checkbox"/> Yes			
<b>Review Process</b>	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).			
<b>Arbitration</b>	The Primary Arbitrator is: DVC Scholarship In the absence of Primary Arbitrator, the Secondary Arbitrator is: General Manager (University Services)			
<b>Agreement Contacts</b>	<b>Name</b>	<b>Title</b>	<b>Telephone</b>	<b>Initial</b>
	Alison Hunter	Manager (Systems & Projects)	4631 1524	
	Eric Robertson	Library Systems Manager	4631 1846	
	Alan Smith	Professor (Distance & e-Learning)	4631 2296	
	Allen Counter	Relationship Manager	4631 2531	
	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	

<b>Accepted and Signed</b>		<b>Division of ICT Services</b>	<b>Client</b>
	Service Provider's Date Stamp Here		
		Signature	Signature
	<b>Title</b>		
	<b>Title</b>		
	<b>Date</b>		

# 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
<b>A</b>	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>B</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.
<b>C</b>	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.
<b>D</b>	These products are not supported and should not be used.

**Table 1:** *Software Support Levels*

## Appendix B: Library Computer Laboratories/Studios Supported

Room Number	Name	Approx No. of PCs/Macs	Types of Peripheral Devices Supported
R233	Library Training Laboratory	21 Lab PCs	
R235	Library Training Laboratory	14 Lab PCs	
R301	3 <sup>rd</sup> Level Library	10 Walk-in PCs	
R301	Unicard Print Server	1	
R301	Microfiche PC linked to the MF system and Unicard Printer	1	

## Appendix C: Library Baseline Configurations & Supported Software

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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
<b>Cost of Variation:</b>						
By signing below, all parties agree to the terms and conditions described in this variation to Service Level Agreement						
<b>Name</b>		<b>Title</b>		<b>Signature</b>		<b>Date</b>