

Schedule of Services

Queensland College of Wine Tourism

- Stanthorpe

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Division of ICT Services Service Level Agreement

<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 Queensland College of Wine Tourism, Stanthorpe 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 • Variations to USQ Core Desktop SLA if applicable <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 Springfield campus) unless stipulated as a variation in the attachments.</p>																										
<p>Document Information</p>	<table border="0"> <tr><td>Version</td><td>V2.0</td></tr> <tr><td>Release Date</td><td>1/12/08</td></tr> <tr><td>Release Status</td><td>Release</td></tr> <tr><td>Author(s)</td><td>Troy Downs, 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_QCWT_02</td></tr> <tr><td>Electronic Location and Filename</td><td>http://usqindex.usq.edu.au/sites/ictindex/SLAs/QCWT_Dec_08.pdf</td></tr> <tr><td>Hardcopy Location</td><td>Service Delivery Section</td></tr> </table>	Version	V2.0	Release Date	1/12/08	Release Status	Release	Author(s)	Troy Downs, 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_QCWT_02	Electronic Location and Filename	http://usqindex.usq.edu.au/sites/ictindex/SLAs/QCWT_Dec_08.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

Queensland College of Wine Tourism (Stanthorpe)

Computer Labs at Stanthorpe Campus	<p>Computing support for desktops, printers and other peripheral devices in computer laboratories. 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 See Appendix C for a list of additional Software supported under this SLA. See Appendix A Software Support Level Description under this SLA. • 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.
Availability	<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 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>
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 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.

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	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 99.999% 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 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 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.
Service Contacts	<ul style="list-style-type: none"> • ICT Service Desk 07 4631 1900 (Ext 1900) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Troy Downs, 07 4631 2771 (Ext 2771) • Relationship Manager, David King, 07 4631 2490 • 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 with onsite support when required via the Toowoomba campus.
Stanthorpe Responsibilities	To provide sufficient notice for the requirement of on-site support. ICT will need to have adequate time to organise travel.
Reporting Schedule	Every two 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 for a list of variations.</i>
Commencement	This Agreement commences as of 1 December 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: General Manager, University Services In the absence of Primary Arbitrator, the Secondary Arbitrator is: Group Manager, Human Resources

Division of ICT Services Service Level Agreement

Agreement Contacts	Name	Title	Telephone	Initials
	John Neville	Director QCWT	0417 731 410	
	Troy Downs	Service Delivery Co-ordinator	4631 2771	
	David King	Manager (Audio Visual Services) and Relationship Manager	4631 2490	
	Maggie Fryer	Principal Manager Service Delivery	4631 2478	
	Brian Kissell	Chief Technology Officer	4631 2426	

Accepted and Signed		Division of ICT Services	Qld College Wine Tourism
	Service Provider's Date Stamp Here		
		Signature	Signature
	Name		
	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: Stanthorpe Computer Laboratories/Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
D Block	Laboratory	20 x Dell Latitude D620	1 x Canon MFD

Appendix C: Software Supported at QCWT in addition to SOE.

Vendor	Software	Use	Sponsor	Support Level
Analytical Solutions	Easy chem. Software	Wine Analysis	Robert Learmonth (FOS)	C
USQ Finance Department Supplied	Point 3 Version7	Point of Sale	Paul Schauble (Finance)	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
<p>Education Qld and TAFE provide their own desktop support services. The exception to this is support for the shared infrastructure, which is provided by USQ Division of ICT Services.</p> <p>Support of the local environment will be in collaboration with Education Qld and TAFE using the designated contacts below:</p> <p>Education Qld: Cos Marendy Regional Technology Manager cos.margendy@deta.qld.gov.au Tel: 07 4616 9106</p> <p>TAFE: David Whelan david.whelan@deta.qld.gov.au Tel: 07 4694 1789</p>	<p>Shared Infrastructure arrangement with QWCT, Education QLD and TAFE.</p>	<p>Continuing</p>	<p>8:00am-5:00pm Monday to Friday</p>	<p>Shared infrastructure includes the following:</p> <ul style="list-style-type: none"> • Networking (adds, moves and changes). • Telecommunications (provision of telephones, support and billing). • ICT supplied computers (desktop refresh). • Printing (print consumables). • Desktop Support (desktop computing environment). <p>Support service conditions as per QWCT SLA and Schedule.</p> <p>Any charges associated with support for TAFE and Education Qld will be invoiced quarterly to the Director, QCWT.</p>	<p>Reporting of KPI's as per QWCT SLA.</p>	<p>USQ Division of ICT Services QWCT Education Qld TAFE</p>
<p>Cost of Variation: Nil</p>						