

Schedule of Services

Faculty of Arts

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<p>Document Purpose</p>	<p>Description of Services</p> <p>This schedule of services covers:</p> <ul style="list-style-type: none"> • Faculty of Arts 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>			

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<p>Faculty of Arts Computer Labs at Toowoomba Campus</p>	<p>Multimedia 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. 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); • 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; • 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>
<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.

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	<ul style="list-style-type: none"> • 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.
<p>Audio Visual Support Services</p>	<p>These services include:</p> <ul style="list-style-type: none"> • Broadcast engineering, consultancy and project management on concept; design, procurement, construction and implementation of faculty Audio Visual technical infrastructure. • Provision of an “Open Door” consultancy policy to faculty technical and academic staff, in order to provide continual industry related technological and procedural currency. • High priority fault rectification to all core AV systems, or if this is not possible, fault bypassing to enable teaching or broadcasting sessions to continue. Core AV systems are deemed to be the following: <ul style="list-style-type: none"> • 3 x Radio/Audio Production studios (Q and R Block Toowoomba Campus); • 1 X Television studio facility (R Block Toowoomba Campus); • Audio and television facilities (Springfield Campus) • Performing Arts theatre • Fault rectification will be provided to the following types of equipment: <ul style="list-style-type: none"> • VTRs, (all formats) and Hard disc recorders; • Vision switchers; • Audio mixing desks; • Broadcast, professional and domestic video cameras; • CCUs; • Studio lighting and dimmer controllers; • Professional monitors; and monitoring amplifiers; • VDAs; SDAs; SPGs; waveform monitors; • Studio floor hardware including tripods, pedestals, microphones and cabling; • Any other ancillary equipment mounted in equipment racks fundamental to the core system. • Scheduled maintenance to before-mentioned core equipment. • Staff training and technical guidance. • Development of system renewal and upgrade plans. • Engineering backup to Performing Arts technical staff within defined business hours. • Maintenance of field equipment. • Administrating in-house or out-sourced repairs to faculty equipment including domestic equipment loaned to students. • Fabrication of small items of hardware such as leads; brackets and trolleys etc. • Audio Visual services - projector maintenance; teaching space support; upgrades and equipment setups. • Repairs carried out to high-end equipment in house by the AV Services team will be at nil labour cost. All parts and the engagement of external repair services where necessary will be charged at cost. <p>See Appendix B for a list of Computer Laboratories/Studios supported under this SLA.</p>
<p>Service Contacts</p>	<p>ICT Service Desk 07 4631 1900 (Ext 1900) ICT Support Officer, 0437729150 Service Delivery Co-ordinator, Chris White, 07 4631 1820 (Ext 1820) Relationship Manager, Carola Hobohm, 07 4631 1349 Principal Manager Service Delivery, Maggie Fryer, 07 4631 2478 (Ext 2478)</p>

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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 Arts Responsibilities	<ul style="list-style-type: none"> • FOA to provide secure lockable office and workspace in Q250 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	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. See Appendix D for a list of variations.			
Commencement	This Agreement commences as of 1 August 2008			
Daemon Support Requested	<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: General Manager (University Services)			
Agreement Contacts	Name	Title	Telephone	Initial
	Stuart Thorp	Laboratory Manager, Digital Media	4631 1086	
	Mark Clayton	Faculty Manager, Operations	4631 1096	
	Professor Peter Goodall	Dean (Arts) and Pro Vice-Chancellor (Social Justice)	4631 1093	
	Carola Hobohm	Relationship Manager	4631 1349	
	Chris White	Service Delivery Co-ordinator	4631 1820	
	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	Faculty of Arts
	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 Arts Computer Laboratories/Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
Q256	Language Computer Laboratory	6 x Dell Dimension\Audio Visual	Printer
Q251	Multimedia Laboratory	20 Macintosh G4\Audio Visual	Printers ; Scanners
Q248	Newsroom	22 Macintosh iMacs G3\Audio Visual	Printers ; Scanners
Q260 & Q247	Editing Suite and Desktop Publishing	G4/G5 Macintosh	
Q249	Sound Studio	Audio Visual	
A222	Sound Studio	1 x iMac\Audio Visual	
A112	Theatre	Audio Visual	
R252	Media Studies TV Studio	Macintosh-PC \Audio Visual	
S108\117	Screen Acting Studio	Macintosh G5\Audio Visual	
TBA	Apple Multimedia Lab	21 Macintosh G4\Audio Visual	Scanners
R128 R252 R255 R254 R253	Media Studies TV/Radio Production Studios	Macintosh-PC \Audio Visual	

Appendix C: Additional Software Supported in the Faculty of Arts Computer Laboratories

Vendor	Name	Version	Support Level
Roxio	Toast	5.2.3	C
Apple	Final Cut Studio 2	2.0.1	C
Adobe	After Effects	5.5	C
Apple	Final Cut Pro	4.5	C
DigiDesign	Pro Tools	6.8.1	C
MakeMusic	Finale	2008	C
Garritan	Personal Orchestra	3.0	C
Steinberg	Cubase 4	4	C
Adobe	Photoshop	7.0	C
Adobe	Photoshop	6.0	C
Adobe	InDesign	CS2	C
Adobe	Premier Pro	2.0	C
Quark Inc.	QuarkXPress	6.5	C
Macromedia	Director	10.1	C
Digidesign	Pro Tools LE	7.1	C
Curious Labs	Poser	6.0	C
Autodesk	Maya	7.0	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](#)

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