UNIVERSITY OF SOUTHERN QUEENSLAND

Division ICT Services

Schedule of Services
Faculty of Sciences

Computer Labs at Toowoomba Campus 1
Availability 1
Resolution Time 1
Audio Visual Support Services 2
Portable Video Conferencing 2
Service Contacts 2
Statement of Support Premises 2
Faculty of Sciences Responsibilities 2
Reporting Schedule 2
Variations and costs 2
Commencement 3
Daemon Support Requested 3
Review Process 3
Arbitration 3
Agreement Contacts 3
Accepted and Signed 3
Appendix A **4**
Appendix B: Computer Laboratories **5**
- Biological and Physical Sciences Computer Laboratories **5**
- Psychology Computer Laboratories **7**
- Mathematics and Computing Computer Laboratories **7**
- Nursing and Midwifey Computer Laboratories **8**

Appendix C:Supported Software **9**
- Biological and Physical Sciences in addition to SOE. **9**
- Psychology in addition to SOE. **9**
- Mathematics and Computing in addition to SOE. **9**
- Nursing and Midwifery in addition to SOE. **10**

Appendix D Variations **11**

Schedule of Services
Faculty of Sciences

Computer Labs at Toowoomba Campus	Computing support for desktops, printers and other peripheral devices in FOS computer laboratories.
	See Appendix B for a list of Computer Laboratories/Studios supported under this SLA.
	This service includes:
	• 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:
	  • 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.

Availability	Service availability of computers in computer labs is targeted at 99.999% of published lab opening hours. 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.)
Resolution Time	• 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	• Provision of an "Open Door" consultancy policy to faculty technical and academic staff.
	  ○ 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.
	  ○ 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.
	  ○ 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.
	  ○ 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.
	  ○ 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.

Portable Video Conferencing	• Requests for support will require a minimum of 24 hours notice, to be logged as a work request in HEAT. Otherwise support will be as per "best endeavours"
Service Contacts	• ICT Service Desk 07 4631 1900 (Ext 1900) • ICT Senior Support Officer, 07 4631 2151 (Ext 2151) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Troy Downs, 07 4631 2771 (Ext 2771) • 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 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 Sciences Responsibilities	Rooms L111 and L111a comprising secure lockable office, storage, and workspace have been allocated for the use of ICT Support staff including : • 24 hour access to faculty buildings and supported areas. 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 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. ***See Appendix for a list of variations.***

Commencement	This Agreement commences as of 1 May 2009
Daemon Support Requested	Yes
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	
Graeme Russell	Operations Manager	4631 2369		
Harry Spencer	Faculty Manager	4631 2259		
Prof Janet Verbyla	Dean (Faculty of Sciences) and Pro Vice-Chancellor (Flexible Learning)	4631 2254		
Monty Kambaran	Relationship Manager	4631 2477		
Colin Glasby	ICT Senior Support Officer	4631 2151		
Troy Downs	Service Delivery Co-ordinator	4631 2771		
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**	**Faculty of Sciences**
	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: Computer Laboratories

Faculty of Sciences Biological and Physical Sciences Computer Laboratories

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
C205	Biology Computer Laboratory	20 x Dell Optiplex 755	OHP, Console Switch, Front Projector System
Mt Kent	Biological & Physical Sciences Postgraduate Laboratory	7 x Dell Workstation	Printer, Polycom, and Video Conferencing
WA122	Undergraduate Laboratory	12 x Dell Optiplex 240	Printer, Console Switch, Front Projector System
C106	Biological & Physical Sciences Research Laboratory	1 x Roshtech P-II	
C108	Biological & Physical Sciences Research Laboratory	2 x Apple Mac G4	
C108	Biological & Physical Sciences Research Laboratory	2 x Apple Macintosh G4 1 x Roshtech Celeron 300	
C206	Biological & Physical Sciences Research Laboratory – Muscle Research	Mac 7220, 6 x Dell Optiplex GX280, 1 x Dell Optiplex GX270	
C212	Biological & Physical Sciences Research Laboratory – Muscle Research	1 x Dell Optiplex GX280, 1 x AMD Athlon, 1 x Blue & White Mc G3	
C214	Biological & Physical Sciences Research Laboratory – Muscle Research	1 x Dell Optiplex GX280	
C304	Biological & Physical Sciences Research Laboratory	1 x Osborne 486 running Windows for Workgroups & OS2 (legacy computer required to operate SLM AB2 spectrofluorometer) 1 x Compaq Deskpro running Windows98 (legacy computer required to operate Biorad MRC600 Confocal microscope) 1 x Dell Optiplex GX110 (asset no 20111175) running Windows XP, with attached printer Canon BJ200ex printer (asset no. 995-5387)	
C305	Biological & Physical Sciences Research Laboratory	1 x Dell Optiplex GXa, connected to USQ network (asset no. 002-2417 1 x Dell computer & printer that is part of a HPLC package -	

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
		will be installed over the next couple of months	
C307	Biological & Physical Sciences Research Laboratory	Dell Precision 220	
C205	Undergraduate Laboratory (Cisco Training)**** Shared with Mathematics and Computing***	20 x Dell Optiplex 745	Printer, OHP, Console Switch, Front Projector System (Routers, Switches, and etc.)
D305	Biological & Physical Sciences Research Laboratory	1 x Dell Optiplex GX1	
D307	Biological & Physical Sciences Research Laboratory	1 x Dell Optiplex GX110	
G101	Physics Practical Research	1 x Dell Optiplex GXa, 1 x Roshtech Pentium	
G103	Physics Teaching Laboratory	1 x Coretech P4	Printer
G110	Physics X-Ray Research	1 x Dell Precision 210	Printer
G210B	Biological & Physical Sciences Research Laboratory – Chemistry Teaching	1 x Dell Precision 220	
G211	Biological & Physical Sciences Research Laboratory – Biomed	1 x Apple eMac G4 1 x Roshtech P-II	
G326	Biological & Physical Sciences Research Laboratory – Chemistry Research	4 x Dell Precision 220	
G328	Biological & Physical Sciences Research Laboratory – Chemistry Research	1 x Dell Precision 220	
HPC	Biological & Physical Sciences	1 x Osbourne with Dell Monitor, Windows 95 1 x ABA (20111004) with Diamond View Monitor, Win XP 1 x Dell Laptop (9988570), DOS	Printer
L113	Physics Research / Postgraduate Laboratory	1 x Roshtech P-II – Weather Station Data Collection 1 x Dell Precision 220 – Biometer Data Collection 1 x Osborne P-75 – Data Collection 1 x Dell Optiplex GX150 2 x Dell Optiplex GX110 4 x Dell Precision 220 1 x Dell Optiplex GX240 1 x Dell Optiplex GX260 1 x Roshtech P-III	

Faculty of Sciences Psychology Computer Laboratories

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
W117A	Psychology Clinic Reception	2 x GX260	
W117D	Psychology Clinic SMS alarm computer	1 x Dell GX110	Mobile phone, Rolling code remote
W117E	Workshop room	1 x GX270	Data projector, VCR, DVD, experimental equipment
W117F	Psychology Experimental	1 x Dell GX110	Psychology data collection equipment
W414	Psychology Classroom	1 x GX270	Data projector, VCR, DVD, experimental equipment
W415	Experimental computer	2 x Dell GX110	Psychology data collection equipment
W415A	Experimental computer	1 x Dell GX110	Psychology data collection equipment
W415B	2 x EEG computer	1 x Dell GX110, Dell D600 & Brain Atlas computer	EEG & Biologic equipment
W415C	Experimental computer	1 x Dell GX110	Psychology data collection equipment
W416	Experimental computer	1 x Dell GX110	Psychology data collection equipment
W417	Experimental computer	1 x Dell GX110	Psychology data collection equipment
W418	Experimental computer	2 x Dell GX110	Psychology data collection equipment
W418	Workshop room	1 x GX270	Data projector, VCR, DVD, experimental equipment
W419	Psychology security video computer	1 x Dell GX110	Security video cameras
W419	Loan laptops	1 x Inspiron 7500, I x Asus L8400, 1x C600,4 x C800, 2 x C810, 3 X C840	Psychology data collection equipment
W419	Psychology Technical computers	6 x GX280, 1 x D800, eMAC, 2 x powerbooks	R&D equipment
W426	Psychology Computer Laboratory	25 x GX620	Data projector, experimental equipment
W426A	Psychology Experimental	1 x Dell GX110	Psychology data collection equipment
W426B	W Block swipe card door computer	1 x Dell GX110	Psychology data collection equipment

Faculty of Sciences Mathematics and Computing Computer Laboratories

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
D112	System Administration Laboratory	14 x Dell Optiplex 755	Printer, OHP, Network Hubs, Console Switch, Front Projector System
D113	General Linux Laboratory	26 x Dell Optiplex 620	

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
D114	Postgraduate Laboratory	16 x Dell Optiplex 280 2 x Coretech	Printer, Console Switch
D119	Experimental Laboratory	3 x Dell Optiplex 260	Console Switch

Faculty of Sciences Nursing and Midwifey Computer Laboratories

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
W311A	Nursing /Biology Teaching Laboratory	10 x Dell Optiplex GX270 on Protable trolleys	1 x Dell Optiplex 620 and Overhead Projector
W311B	Nursing Teaching Laboratory		1 x Dell Optiplex 620 and Overhead Projector
W314	Nursing – Simulated Ward	6 x Dell Optiplex GX260 on Protable trolleys	1 x Dell Optiplex 620 and Overhead Projector
W315	Nursing – Simulated Ward	4 x Dell Optiplex GX260 on Protable trolleys	1 x Dell Optiplex 620 and Overhead Projector
W321	Nursing – Simulated Ward	4 x Dell Optiplex GX260 on Protable trolleys	1 x Dell Optiplex 620 and Overhead Projector
W322A	Nursing – Simulated Ward		1 x Dell Optiplex 620 and Overhead Projector
W322B	Nursing – Simulated Ward		1 x Dell Optiplex 620 and Overhead Projector
W325	Nursing – Information and Notices		1 x Dell Optiplex 260

Appendix C:Supported Software

Faculty of Sciences Biological and Physical Sciences in addition to SOE.

Vendor	Name	Contact Person	Support Level
Ambientweather	Virtual weather Station	Kim Larsen	C
CambridgeSoft	Chemoffice/ chemdraw		C
	Spectrophotometer	Alfio Parisi	C

Faculty of Sciences Psychology in addition to SOE.

Vendor	Name	Contact Person	Support Level

Faculty of Sciences Mathematics and Computing in addition to SOE.

Vendor	Name	Contact Person	Support Level
	Scilab		C
Debian*	Current Version as determined by Maths and Computing Acdemic Staff	Leigh Brookshaw	A
Maplesoft	Maple		C
Mathworks	Matlab		C
R Project	R		C
VMWare	VMplayer & VMWorkstation	David Mason	C
Open Source	AGR3 Access Grid Software	Michael De Raadt	
U of Cambridge	Xen		C
XAMPP	Xampp		C
Zuse Inititute	Reduce		C
TechSmith	Camtasia Studio 5 & 6	Birgit Loch	C
TechSmith	CamtasiaRelay	Birgit Loch	C
TechSmith	SnagIt	Birgit Loch	C
Open Source	Putty		C
Open source	WinScp		C
Open Source	Miktex		C
GNU General Public Lic	Cygwin		C
	NS2	David Lai	C

Faculty of Sciences Nursing and Midwifery in addition to SOE.

Vendor	Name	Contact Person	Support Level
Polycom INC.	Polycom PVX – Single User Licence	Angela Teys	C
Ross Bool Access Database	ChemISTS	Ross Bool	C
AD Instruments	Chart & Scope v5.5 – Multiple copies purchased – single use each.	Angela Teys Debbie White	C
Freeware	SoftMac – convertor software – MAC emulator.	Chris De Byl	C
MIMS Australia	Mims – site licence in library for 6 concurrent users. Can download to PDAs for free.	Joachim Ferrer	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
Swipe Card Access	ICT supports access to secured areas using the ICT Student Lab Swipe Card system	To continue as part of this SLA or until a Global approach to swipe card access for USQ	8:00am-5:00pm Monday to Friday.	• A "Staff ID Card Request Form" must be completed and returned to the Student Guild. • The Staff Member is to collect the card from the Student Guild main counter at the Clive Berghofer Recreation Centre. • The card (along with a completed "Access Security to Labs Request" form) is then to be presented to the ICT Service Desk to enable the requested access.	Seamless process of registering and enabling access cards. Key Performance Indicators through Service Desk reporting.	Student Guild ICT Service Desk
Cost of Variation: Nil cost from ICT. Student Guild charge $7.50 per ID card.						

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
USQ Mount Kent	Heightened support times required for Mt Kent because of the extensive investments of external entities	To continue as part of this SLA or until a product SLA created.	8:00am – 5:00pm Monday to Friday	Mount Kent issues to be give High Impact priority, as per the Urgency and Impact Matrix. This in relation to the impact with external funding via NASA and University of Louisville	Key Performance Indicators via Service Desk reports. Travel time to and from Mr Kent will be excluded from the KPI's.	USQ Astronomy Group ICT Service Desk
Cost of Variation:						