UNIVERSITY OF SOUTHERN QUEENSLAND

Division ICT Services

Schedule of Services
Springfield Campus

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Document Purpose

The purpose of this Schedule of Services is to establish a clear baseline of service expectation and client responsibility between USQ Springfield and the Division of ICT Services.

Description of Services

This service level agreement covers:

- 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

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.

Support Services are provided for the primary physical location (ie Springfield campus) unless stipulated as a variation in the attachments.

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Error Advisory

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Thank you for helping the Division of ICT Services maintain quality documentation.

Schedule of Services
USQ Springfield

Computer Labs at Springfield Campus	Computing support for desktops, printers and other peripheral devices in Springfield computer laboratories.
	See Appendix B for a list of Computer Laboratories/Studios supported under this SLA.
	This service includes:
	• Software installation, security, maintenance and support.
	See Appendix C for a list of Software supported under this SLA.
	See Appendix A Software Support Level Description under this SLA.
	• Consultation and assistance with the design and development of laboratory facilities.
	• Activities include:
	  • 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.
	  • 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 & writing of specialist system scripts.
	  • Hardware disposal.
	  • Asset management, including sign out of equipment to staff members, maintenance of an accurate asset register, yearly stocktakes and semester spotchecks.
	  • Other duties as negotiated.

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 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 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	• Provision of consultancy services to campus technical and academic staff as required. ○ This service provision allows for faculty staff to tap into the knowledge

Services	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.
	  o 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.
	  o 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.
	  o In conjunction with key campus staff, AV services will provide strategic planing for the evolutionary renewal and upgrading of core AV infrastructure in keeping with current budgetary restraints and campus requirements.
	• General Audio Visual services.
	  o "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.
	• Asset Management
	  o Signing out of equipment, maintenance of an accurate asset register, yearly stocktakes and semester spotchecks.

ICT Training	• ICT training will offer a schedule of courses specifically for Springfield campus twice a year which will be presented on site until remote training is implemented. • New technology currently being implemented in the ICT Training labs should allow remote participation in training courses scheduled for Toowoomba campus from 2009 onwards.
Service Contacts	• ICT Service Desk 07 4631 1900 (Ext 1900) • ICT Senior Support Officer, Paul Phengphong, 07 3470 4289 (Ext 4289) • Manager AV Services, David King, 07 4631 2490 (Ext 2490) • Service Delivery Co-ordinator, Troy Downs, 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	The above services will be supplied by Division of ICT Services by the effective allocation of 2 FTE support resources to the Springfield campus.
Springfield Responsibilities	Springfield to provide secure lockable office, storage, and workspace located in A521, for the use of ICT Support staff including : • 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 Springfield vehicle, by negotiation, when required. 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	Every two months

Schedule	
Commencement	This Agreement commences as of 1 September 2008
Daemon Support Requested	☒ **Yes**
Duration/Renewal	This Agreement to be reviewed as of 1 August 2008
Review Process	This Agreement must be reviewed annually on 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	Initial
Doug Fraser	Director	3470 4111	
Noel Brown	Business Manager	3470 4127	
Paul Phengphong	Senior ICT Support Officer	3470 4289	
Troy Downs	Service Delivery Co-ordinator and Relationship Manager	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**	**Springfield Campus**
	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: Springfield Computer Laboratories/Studios Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
A106	A1CL1 - 24 Hours Lab	25 Dell WINDOWS computers and 2 Macintosh computers	Minimal AV System 1 Canon Flatbed scanner and 1 HP printer
A121	Parent Room	1 Dell WINDOWS computer	
A111E	Library Lab	18 Dell WINDOWS computers	Minimal AV system
A111B	Printer/Copier area		1 Canon MFD Colour printer
A245	A2ES1 - Editing Suite 1	6 iMac Macintosh computers	1 Canon Flatbed scanner
A225	A2ES2 – Music Editing Suite	5 Mac Pro Macintosh computers with 3 MBox2	
A250	Music Room	1 Mac Pro Macintosh computer with 1 MBox2	Minimal AV System
A316	LTSU Learning Centre	2 Dell WINDOWS computers	Minimal AV System
A333	Resource Room	1 Dell WINDOWS computer	
A321/A343	Neuro-Cog Science Lab	6 Dell WINDOWS computers and 1 surveillance system (1 computer, 8 cameras, and 4 microphones)	Minimal AV System
A408	A4CL1 – BAM Computer	26 Macintosh computers	AV System
A513	A5CL1 - A5 Computer Lab 1	25 Dell WINDOWS computers	AV system
A515	A5CL2 - A5 Computer Lab 2	25 Dell WINDOWS computers	AV system and 1 HP printer
A611	A6CL1 - Postgraduate Lab	16 Dell WINDOWS computers	1 HP Printer and 1 Flatbed scanner

Appendix B1: Springfield Lecture Theatre/Teaching Rooms Supported

Room Number	Name	Approx No. and Model of PCs/Macs Equipment Type	Types of Peripheral Devices Supported
A228	A2LR1	1 Dell WINDOWS computer	Interactive Whiteboard, AV system with 2 projectors and conferencing media
A220	A2LR2	1 Dell WINDOWS computer	AV system
A249	A2TR5		Minimal AV system
A247	A2TR9		Minimal AV system
A223	A2TR11		Minimal AV System
A248	A2TR15		Minimal AV system
A319	A3LR2	1 Dell WINDOWS computer	AV system
A320	A3LR4	1 Dell WINDOWS computer	AV system
A327	A3LR5	1 Dell WINDOWS computer	AV system
A328	A3LR3	1 Dell WINDOWS computer	AV system with 2 projectors, and 1 Overhead Projector
A329	A3LR1	1 Dell WINDOWS computer	Interactive Whiteboard, and AV system
A401	A4LR1	1 Dell WINDOWS computer	AV system with 2 projectors
A412	A4LR2	1 Dell WINDOWS computer	AV system
A417	A4LR3	1 Dell WINDOWS computer	AV system
A413	A4LR4	1 Dell WINDOWS computer	AV system
A416	A4LR5	1 Dell WINDOWS computer	AV system
A516	A5LR1	1 Dell WINDOWS computer	AV system, and 1 Overhead Projector
A517	A5LR3	1 Dell WINDOWS computer	AV system
A519	A5LR4	1 Dell WINDOWS computer	AV system
A520	A5LR2	1 Dell WINDOWS computer	AV system
A603	A6LR1	1 Dell WINDOWS computer	AV system

A622	A6LR2	1 Dell WINDOWS computer	AV system
A606	A6MR1	1 Dell WINDOWS computer	AV system with conferencing media
A616	The Boardroom	2 Dell WINDOWS computers	Access Grid Facility, Conferencing facility AV system with 2 projectors
Auditorium	The Auditorium	1 Dell WINDOWS computer	AV system with two projectors and cinema mode

Appendix C: Springfield Computer Laboratories Baseline Configurations & Supported Software

Vendor		Version	Sponsor	Support Level
	Australian Rainfall and runoff		Mark Porter AG	C
	ANSYS		Chris Snook MECH	C
ESRI	ArcGIS Desktop		Armando Apan SLI	C
	AusCAD2000 Mill Professional		Peter Penfold MECH	C
AUTODESK	Autodesk ACAD 2002 (Inventor 6 , Autodesk Land Desktop 3, Mechanical Desktop 6)		Peter Penfold MECH	C
Altium	Altium DXP2004 (Protel)		Glen Harris ELECT	C
ERDAS	ERDAS IMAGINE		Frank Young SLI	C
	I-SiTE_Studio		Frank Young SLI	C
ESRI	MapInfo Professional (ARCMAP)		Armando Apan GIS	C
	Mathcad		Gordon Hampson ELECT	C
MATHSOFT	MATLAB		John Leis ELECT	C
	Pro/ENGINEER WildFire		Chris Snook MECH	C
	SimaPro		David Parsons AG	C
	StarNet-Demo		Kevin McDougall SLI	C
TRIMBLE	Trimble Geomatics Office Software Suite		Peter Gibbings SLI	C
TRIMBLE	Trimble Terramodel		Kevin McDougall SLI	C
TRIMBLE	Trimble Reference station (2 x single user)			C
	VULCAN		Frank Young SLI	C
	Strand7		Qing Quan Liang	C
				C
	SMAC 1.2	1.2	ICT	C
SYMANTEC	Symantec LiveState Recovery Advanced Server	3.0	ICT	C
	FireDaemon Pro v1.6		ICT	C
	HEAT		ICT	C
	Winimage		ICT	C
NETWORK ASSOCIATES	McAfee VirusScan Enterprise		ICT	C
	Pharos (print metering / management)		ICT	C
SYMANTEC	Symantec Ghost		ICT	C
				C
Freeware – Adobe	Adobe Reader			C
	GDAy 2.0 (Dept of Natural Resources)			C
	IrfanView			C
freeware -- Sun Microsystems	Java 2 Runtime Environment			C
freeware -- Sun Microsystems	Java 2 SDK			C
	Macromedia Shockwave Player			C
	Micro-Cap Evaluation 8.0 (free of edu use)		Mark Norman	C
	MiKTeX		Project course ALL	C
Shareware	Winedt		Project course ALL	C
Freeware	7zip			C
	Shockwave Flash			C
GNU	AFPL Ghostscript	7.04	Project course ALL	C

	GSview	4.6	Project course ALL	C
GNU	Cygwin B20		Mark Phythian ELECT	C
GNU -- Bloodsoft software	Dev-C++ 4 - IDE only distribution		Mark Phythian ELECT	C
	MS office	2003		C
	MS visual studio (version 6 of VB & C++)		John Billingsley	C
	Fluent			C
	Gambit			C
	Abacus			C
	TEA			C
	EDM			C
	Putty			C
	X-deep			C
	Filezilla			C
	PDFCreator 0.8.0	8.0		C
	AnswerWorks Runtime			C
	HEC-RAS			C
	Vmware ICT			C
	MS Virtual PC ICT			C
Microsoft	Internet Explorer	5.2.3		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
Security and ID Systems, CCTV Security Cameras	ICT supports access to the USQ building using the Cardax security system	Continuing	8:00am-5:00pm Monday to Friday	Supply the USQ student list to the Education City security team for creating and issuing student cards Ensure the security access and video monitoring systems are operating, monitored and refreshed as required. Ensure ID cards are programmed for access as required and denied when no longer required. Program door access and lifts as required.	Check the camera system every Friday and fill in appropriate paperwork Report all security issues immediately to the Director and Education City security	ICT Support Officers Education City security team

Cost of Variation: Nil cost from ICT. First card is free and then AU $ 10.00 per card after that, payable to Education City

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Pay Phone	Collecting money from Public phone	Continuing	8:00am-5:00pm Monday to Friday	ICT staff member empties the pay phone and reconciles the money ready for banking (if they empty the phone prior to the Library banking day, they are responsible for the security of the money – The Librarian has indicated that her safe can be used) ICT staff member fills out a reconciliation form ICT staff member hands the money to a library staff member on the library banking day Both staff sign the reconciliation form and the library staff member is given a duplicate signed copy Library staff member deposits the money, then includes the pay phone deposit in the information that they send to Finance for that banking event	Reconciliation form. Deposit information sent to Finance.	ICT Support Officers Library staff

Cost of Variation: Nil

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Support services for Bremer TAFE	Springfield have agreement with Bremer TAFE to host services	Continuing	8:00am-5:00pm Monday to Friday	Networking, Telecommunications, Email, Security Swipe card access, ICT supplied computers, printing, and desktop support for USQ equipment.	Reporting of KPI's under the Springfield SLA	ICT Support Officers

Cost of Variation: As per USQ and TBIT agreement

- Student printing system, Pharos application, $10.00 per student
- ICT Support, $100 per hour for specific service support for over and above that specified in the USQ/TBIT agreement.

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Plasma Screen Notification	Notification of events and other important information	Continuing	8:00am-5:00pm Monday to Friday	ICT supplied hardware and infrastructure support.	Reporting of KPI's under the Springfield SLA	ICT Support Officers

Cost of Variation: Nil

Exception	Reason for Variation	Period of Variation	Hours of Service Coverage	Details of Service Change	Measures and Reporting	Parties Responsible
Bachelor of Applied Media	Audio Visual support for Bachelor of Applied Media program	Continuing	8:00am-5:00pm Monday to Friday	Checking of portable loan cameras, issues and returns. Operational support for audio and radio studios. Maintenance of audio and radio studios and quarterly equipment checks will be carried out by Audio Visual Services.	Reporting of KPI's under the Springfield SLA	ICT Support Officers Audio Visual Support

Cost of Variation – High End Broadcast Equipment Repairs:

- Repairs carried out to high-end equipment in house by 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.

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 Springfield Director, ICT Senior Support Officer and the Service Delivery Co-ordinator.	Reporting of KPI's under the Springfield SLA	Springfield Director ICT Senior Support Officer ICT Support Officer

Cost of Variation

- 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 Springfield.