UNIVERSITY OF SOUTHERN QUEENSLAND

Division ICT Services

USQ Core Desktop Service Level Agreement

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Document Purpose	The purpose of this service level agreement is to establish a clear and acknowledged definition of funded levels of ICT support services and client responsibility between University of Southern Queensland and the Division of ICT Services. Services provided by the Division of ICT Services that are not referenced within this SLA will be covered by either Global SLA's or Product and Services specific SLA's where applicable. ***Description of Services*** This service level agreement covers: • Support for the staff desktop and notebook computing environments • Computer lab support services • Lecture theatre support services • Audio Visual support service

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V1.1	16/2/08	Maggie Fryer	Updated to include campus references
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Error Advisory

To the Reader:

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.

If you are unable to contact the Owner, contact that person's Manager or Supervisor. Thank you for helping the Division of ICT Services maintain quality documentation.

Service Level Agreement

Introduction	This document details the service levels for each of the support services provided under this SLA.
Service Provider	Division of ICT Services
Support Hours & Contact Details	• ICT support services are available Monday to Friday 8am-5pm. • Support requests can be logged with the ICT Service Desk by phone EXT 1900 (07 4631 1900) during the hours 8am–5pm Monday to Friday. • Support requests can be logged at any time by e-mail to ICT Service Desk or via the web at http://www.usq.edu.au/ict then clicking on the ICT Self Service link. ***Calls logged via the Service Desk will ensure problem escalation in event of service difficulty.***
Daemon Positions	The Division of ICT Services, will on request provide limited out of hours lab support during Semesters 1 and 2 through a Student Daemon program. This program provides multiple Student Daemon positions on a casual basis occupied by third year students with an aptitude for IT. Daemon support will consist of: • Checking labs prior to use. • Replacing faulty peripheral equipment, such as keyboards, mice. • Fixing printer paper jams. • Rebuilding images.
Schedule of Services	• Each Faculty, Campus and designated Operational Unit will have a Schedule of Services detailing specified desktop support for their area. • The services specified in these schedules are provided for the primary physical location (ie Toowoomba campus) unless stipulated as a variation in the attachments. • Support services at remote locations and faculties are covered under the respective institution or campus schedule (ie Fraser Coast or Springfield campus).
Desktop Computing Environment	• Computing support for desktop computers, notebook computers, printers and other peripheral devices that rely on the Windows, Macintosh and Linux operating systems. • Installation of new computers along with standard software configuration, printer installations and network connectivity. • Problem diagnosis and resolution of standard hardware, ICT Standard Operating System (SOE), network and standard application software faults. • Reconfiguration of network connectivity for relocated computer equipment (excludes physical relocation of equipment). • For peripherals 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 or Operational Unit.
Incident Response Times, Resolution Times and Escalations	When an incident occurs the following response times apply. **Internal Priorities set by Service Desk Staff (no escalation path)**

Priority	Used for	Response/Resolution
0	First Point of Contact	Immediate
C	Critical	Immediate

External Priorities, set by Service Desk staff or by clients logging jobs (follows escalation path)

Priority	Response	Resolution
1 Urgent	30 mins	4 hrs
2 High	1 hr	8 hrs
3 Standard	4 hrs	2 days
4 Low	1 day	5 days

- ***Response is defined as "the time allowed to respond to the incident".***
- ***Resolution is defined as the "client has confirmed that the incident has been resolved to their satisfaction".***

The following definitions and matrix will be used to decide the priority.

Deciding the Priority

Impact	**Description**
1	Whole organization, site or multiple site, multiple groups of users affected; critical business process interrupted; or system wide outages to key systems (eg email).
2	Group of users, PVC, DVC or member of VC's office staff, non-critical business system.
3	User(s) affected (other than VC's, DVC's or PVC's office).
4	One user affected (other than VC's, DVC's or PVC's office).
Urgency	**Standard**
1	Process stopped; user(s) cannot work
2	Process affected; user(s) cannot use certain functions
3	Process not affected; user cannot use certain functions
4	Process not affected; change request, new/extra/optimized function

Priority Ratings Matrix

	Impact	**4**	**3**	**2**	**1**
	4	Low (4)	Low (4)	Standard (3)	Standard (3)
Urgency	**3**	Standard (3)	Standard (3)	High (2)	High (2)
	2	High (2)	High (2)	Urgent (1)	Urgent (1)
	1	High (2)	High (2)	Urgent (1)	Urgent (1)

(*) Represents the priority number

Escalation Target Time Frames

Level 1 Urgent and Level 2 High

1 When 65% of the agreed time for resolution has elapsed and the request is unresolved, the Service Delivery Co-ordinator will consult with the assigned solver on progress.

2 When 85% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Line Manager of the assigned solver.

3 When 100% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the respective Principal Manager.

4 When 115% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Chief Technology Officer.

Level 3 Standard and Level 4 Low

1 When 70% of the agreed time for resolution has elapsed and the request is unresolved, the Service Delivery Co-ordinator will consult with the assigned solver on progress.

2 When 90% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Line Manager of the assigned solver.

3 When 100% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the respective Principal Manager.

When 115% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Chief Technology Officer.

Escalation Notification Paths

n Number	Assigned Solver	Line Manager	Principal Manager	Chief Techn Office
	Yes	No	No	No
	Yes	Yes	No	No
	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes

Table 1: HEAT Escalation Paths

Audio Visual Support Services	Includes projector maintenance; AV system fault rectification and repair, teaching space support; upgrades and equipment setups.
Moves, Adds and Changes	Moves, adds and changes using existing infrastructure will be at nil cost. Where new cabling or data outlets are required these will be billed on a cost recovery basis. New cabling and infrastructure implementation timeframes will be negotiated.
Telephones	Analogue handsets will be provided at nil cost. Additional digital handsets will be provided on a cost recovery basis.
Reporting Structures	Where a Senior ICT Support Officer is physically located within a Faculty, Campus or Operational Unit, the Senior ICT Support Officer will have a dotted line reporting structure to the designated Faculty or Campus contact. All HR functions associated with ICT Support Staff located in a Faculty, Campus or Operational Unit are the responsibility of the designated ICT Service Delivery Coordinator. Where a Faculty, Campus or Operational Unit does not have an ICT Senior Support Officer physically located in their area, the Service Delivery Co-ordinator will have a dotted line reporting structure to the designated Faculty, Campus or Operational Unit contact.
Critical Service Dependencies	The successful operation of this Service Level Agreement depends on effective communication processes between the Faculty, Campus or Operational Unit and ICT staff. Where ICT Support Staff are located within a Faculty, Campus or Operational Unit it is expected they will be included in IT planning meetings and processes to ensure they are kept informed of planned changes and are available to contribute and engage expert technical input as may be required. Faculty, Campus or Operational Unit staff involved in any projects or project planning which will ultimately involve ICT services such as Audio Visual installation, network and data points, computing hardware, etc, are to keep the Division of ICT Services informed as early as possible and updated on a regular basis, so as to allow sufficient time for consultation, design and procurement, and the adequate provisioning of staff and other resources.
Desktop Refresh Program	Desktop computers will be replaced every 4 years and notebooks every 3 years as part of the USQ Desktop Refresh Program. The USQ desktop and notebook fleet will be maintained by the Division of ICT Services. The cost of

	additional desktop or notebook computers will initially be the responsibility of the Faculty, Campus or Operational Unit. Once purchased, computers will be added to the existing fleet and become part of the Desktop Refresh Program. Computers that exceed the refresh replacement age will not be supported.
Procurement	Procurement staff in the Division of ICT Services will process all USQ purchase orders for ICT items and provide guidance to staff on the processes for procuring ICT items via other purchase arrangements. Details of USQ ICT hardware agreements, software agreements and other standing offer arrangements can be found on the ICT web site at http://www.usq.edu.au/ict/staff/default.htm
Software Builds	Refer to the Standard Operating Environment working party report, available at https://intranet.usq.edu.au/ict/ictat/Meeting%2028%20August%202007/Document%20Library/1/Standard%20Operating%20Environment%20Working%20Party%20Report%2023aug1.doc
Print and Other Consumables	Print consumables exclude photocopiers but includes Multi Functional Devices (MFD's). Where MFD's are under a maintenance contract, consumables are covered as part of the contract and are not the responsibility of the Division of ICT Services. Where MFD's are not under a maintenance contract, consumables will be provided by the Division of ICT Services and charged back to the Faculty, Campus or Operational Unit on a cost recovery basis. **Note** *Where applicable print consumables will be kept onsite. Instructions on installation will be provide if required.*
Core Services	All ICT equipment and infrastructure that is part of ICT Core Services and located within the Faculty, Campus or Operational Unit is the responsibility of the Division of ICT Services and will be maintained as part of the Recurrent ICT Core Budget.
Client Responsibilities	• Faculty, Campus or Operational Unit staff are responsible for the regular backup of data stored on their local computer hard drives. • Faculty, Campus or Operational Unit staff are required to contact the ICT Service Desk to obtain ICT support services. • When reporting faults Faculty, Campus or Operational Unit staff are to provide a detailed description of the problem, including any error messages as well as a detailed description of the impact so that the appropriate priority level can be assigned. • When advised of the Heat Call number, Faculty, Campus or Operational Unit staff are to ensure this is recorded and is provided on any future reference to the call. • If Daemon support (see page 2) has been requested, checking of computer laboratory hardware and software will be provided as part of this support service, however teaching staff should still check their specific setups prior to scheduled classes. If Daemon support is not part of the agreement, teaching staff should check and test computer laboratory software prior to scheduled classes. • ICT Support staff are not responsible for the physical relocation of computing equipment and furniture as part of any office or building relocation, other than the movement of equipment as part of the agreed desktop support and/or desktop refresh programme.
Performance Reporting	Performance reporting on key performance indicators will be provided to the Faculty, Campus or Operational Unit through the designated ICT Relationship Manager at a frequency detailed in the Schedule of Services.
Quality Assurance	The ICT Service Desk will carry out monthly random sampling on call closures. Annual satisfaction surveys of staff and students will be carried out and data analysed to facilitate continuous improvement of client service. Sampling and survey data will be made available on the Division of ICT website at http://www.usq.edu.au/ict

Disaster Recovery	Disaster recovery planning is the joint responsibility of the Faculty, Campus or Operational Unit and the Division of ICT Services.		
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: Chief Technology Officer In the absence of Primary Arbitrator, the Secondary Arbitrator is: USQ General Manager		
Accepted and Signed	Service Provider's Date Stamp Here	**Division of ICT Services**	**University of Southern Queensland**
		Signature	Signature
	Name		
	Title		
	Date		