General ICT support services for staff

- Onsite and remote support for ICT equipment
- Standard ICT requests for service
- Mobile device setup and support
- Hardware and software advice
- Hardware and Software deployment (asset costs) *
- Procurement
- Self Service and Self Help

Teaching and Learning (T&L) Space

- Audio Visual (AV) Design, Setup & Maintenance *
- Onsite and remote support
- Auto lecture capture at all major theatres
- Lecture capture for equipped T&L spaces as requested
- Video Production *
- Lecture editing (clipping and trimming)
- Digital Signage *
- Simulation Support (eg. MLS and StudioCode)

Student Support

- Onsite support for the Central and Sturt Libraries during the first week of each Semester.
- Email and password resets
- Flinders Learning Online (FLO) Help
- Mobile device support
- Web help
- 5x8hr Laboratory support *

Foundation Services

- ICT software and hardware standards
- Security and Identity Management
- Standard Desktop software
- Server Management
- Network (incl. wireless) Management
- Secure Disk Storage management (incl. enterprise backups and recovery) *
- Asset management (incl. Software licensing)
- Change and Incident management
- Telephony (IP, PABX and mobile) & Switchboard *
- Cabling *
- Local Finance and Administration
- Proactive system monitoring

Specialist Services

- Specialist services can be negotiated via your nominated Service Delivery Manager including those associated with:
  - Security Reviews *
  - Event and Facility support *
  - Disaster Recovery *
  - Extended hours of support *
  - Investigations and research *

Project and Advisory Services

- Information & Communication Technology (ICT) Consulting Services
- Preparation of requests for ‘New Services’
- Business Analysis and Project Management *
- Project Implementation *
- Tender preparation and evaluation advice/assistance
- ICT Information updates
- Service Level Agreement (SLA) Performance Reporting

Application Services

- Application feasibility and advisory services
- Application development & support *
- Commercial Off the Shelf (COTS) advice, selection and implementation *
- Database and Middleware administration and support
- Web – Content Management System Training
- Systems Integration *
- 24x7 support for tier 1 applications *
- Mobile Applications *

Collaboration

- Video and Tele Conferencing *
- Email & Internet access
- Skype
- Instant Messaging

ITS Service Delivery Managers

<table>
<thead>
<tr>
<th>Jason Ernst</th>
<th>Kane Ploenges</th>
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<tbody>
<tr>
<td>Health Sciences</td>
<td>Science and Engineering</td>
</tr>
<tr>
<td>Fred Pamula</td>
<td>Gavan Conroy</td>
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<tr>
<td>Professional Portfolio</td>
<td>Social and Behavioural Sciences</td>
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<tr>
<td>Paul Brennan</td>
<td>Murray Rogers</td>
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<td>Education, Humanities</td>
<td>Computer Science, Engineering</td>
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<td>and Law</td>
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ITS Management Commitment

All the services provided by ITS and its suppliers are underpinned by sound administrative, asset and contract management practices that are aimed at maximising our level of customer services and protecting your data and systems.

Notes

- Services that may result in additional costs are marked with a * and are to be negotiated with the Service Delivery Manager.
- Clients may incur costs associated with the provision of new ‘Foundation Services’
- Clients are responsible for their variable costs such as those associated with metered calls, mobile data plans and printing consumables etc.
- Onsite ICT Support Officers are located in the Administrative portfolio and in each of the Faculties

Service Legend

- Services currently offered
- Partially provided and/or proposed services