

Department of Geomatics
Service Catalogue
28/11/2006-

Service	User group					Conditions of access	Service Level
	Ugrads	Coursework	Pgrads	Staff	Visitors		
Equipment							
Fault repairs	Yes	Yes	Yes	Yes	Yes		Minimal fault repairs for self-owned equipment
Equipment borrowing			Yes	Yes	Yes		
Insurance and eq loans			Yes	Yes	Yes		equipment
Physical security	Yes	Yes	Yes	Yes	Yes		
Desktop and Laptop Support							
There are aprox 40 staff and 70 postgraduate students							
Desktop Administration							
Windows	Yes	Yes	Yes	Yes	Yes		
Linux			Yes	Yes	Yes		Linux users are expected to be largely self-reliant
Macintosh				Yes			
User Support							
Windows	Yes	Yes	Yes	Yes	Yes		
Linux			Yes	Yes	Yes		Linux users are expected to be largely self-reliant
Macintosh				Yes			
Computer Labs							
There are 5 labs containing 25 (one Integraph station) PCs, 4 laser printers, 1 inkjet printer, 1 plotter, 2 scanners. There is space for personal notebooks to connect to the network (some prerequisites)							
Lab computers Windows	Yes	Yes	Yes	Yes	Yes	Pgrad labs open 24/7, ugrad lab open 9am-5pm	
Service Desk	Yes	Yes	Yes	Yes	Yes	Mainly 9am-5pm extra hours provided via mobile phone	

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Lab user support	Yes	Yes	Yes	Yes	Yes	Working hours	
Lab hire	Yes	Yes					
Systems							
Unix accounts on servers	Yes	Yes	Yes	Yes	Yes		
Applications on Unix	Yes	Yes	Yes	Yes	Yes		
Administration of Research Servers			Yes	Yes			
File Systems	Yes		Yes	Yes	Yes		
Printing	Yes	Yes	Yes	Yes	Yes		
Email			Yes	Yes	Yes		
Email Lists		Yes	Yes	Yes	Yes		
Web server			Yes	Yes	Yes		
Network							
Network infrastructure consists of 14 switches, 2 wireless routers, 2 DHCP servers. There are over 225 active connections to the network							
Registration of network connection	Yes	Yes	Yes	Yes	Yes		
Wireless network		Yes	Yes	Yes	Yes	In the telegeoinfo lab or through wireless router	
Network security protocol	Yes	Yes	Yes	Yes	Yes		
Modem access			Yes	Yes	Yes		
Procurement							
Ordering, processing, receiving	Yes	Yes	Yes	Yes	Yes		For ugrads and Coursework students in labs only
Advice and vendor liaison/negotiation	Yes	Yes	Yes	Yes	Yes		For ugrads and Coursework students in labs only
Large purchases			Yes	Yes			
Standard Operating Environment	Yes	Yes	Yes	Yes	Yes		For ugrads and Coursework students in labs only
Software licensing							
Software support	Yes	Yes	Yes	Yes	Yes		
Asset Management, Stocktake	Yes	Yes	Yes	Yes	Yes		For ugrads and Coursework students in labs only
Computer Disposal	Yes	Yes	Yes	Yes	Yes		For ugrads and Coursework students in labs only

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Training advice and support			Yes	Yes			
Policies,Procedures,Documents	Yes	Yes	Yes	Yes	Yes		End-user related
IT OHS and EHS Policies developm and advice	Yes	Yes	Yes	Yes	Yes		