

Division: Information Technology Services

Service Statement Title: Provide Non-bookable Computing Facilities for Students			
End Users of Service: Monash University students enrolled at Australian campuses.			
Service Description: The service includes the provision of non-bookable student computing facilities including personal computer (PC) laboratories, internet cafes and kiosks. The PC laboratories conform to the Monash Standard Operating Environment (SOE), and contain printing and scanning facilities.			
Activities/ Sub service	Service Provider Responsibilities	Faculty Responsibilities	Other Information
Provide PC Laboratories, kiosks and internet cafes:	Negotiate suitable locations for facilities, as required. Provide and, on an ongoing basis, maintain the PC laboratories according to the Monash SOE. Provide hardware and software. Provide physical security of the facility. Provide access controls to the PC laboratories. Provide authenticated access to the PCs in the laboratories and internet cafes.	Advise users that they are required to abide by all relevant University IT policies (see www.its.monash.edu.au/policies).	Service availability The “total potential availability” of this service is 24 hours by 7 days. However, access is dependent on the building opening hours. Supported hours are between 8 am and 6 pm (Melbourne time) Monday to Friday on University working days. The PCs in the laboratories may not be available for general use at enrolment times if they are required for enrolment purposes. First point of contact for customer in event of service problem ITS Helpdesk. A submission form is available at www.its.monash.edu.au/helpdesks . Problem escalation procedures Follow the standard ITS Helpdesk escalation procedures, as described at www.its.monash.edu/policies/incidents . Services excluded Faculties are responsible for their own teaching laboratories. ITS does not mount faculty-specific software on these facilities. Critical service dependencies Third party support for equipment and services. Access control systems (Facilities and Services Division). Security patrol to all facilities (Facilities and Services Division). Other Information Service Manager: Manager, Clayton Campus, Client Services, ITS.