

**Division: Information Technology Services**

<b>Service Statement Title: Provide IT Support and Training for Students</b>			
<b>End Users of Service:</b> Monash University students enrolled at Australian campuses.			
<b>Service Description:</b> Provision of direct support, information and training for services provided by the ITS Division. This service includes a multi-channel helpdesk, the publication of support material, a web support channel, and training resources and facilities. The on-line service includes publications, support material and training resources. <ul style="list-style-type: none"> <li>• Counter services are provided at Berwick, Caulfield, Clayton, Gippsland and Peninsula campuses.</li> <li>• Students at Parkville and off campus have access to telephone and on-line facilities.</li> </ul>			
<b>Activities/ Sub service</b>	<b>Service Provider Responsibilities</b>	<b>Faculty Responsibilities</b>	<b>Other Information</b>
<b>Support Services:</b>	Provide a first level* helpdesk support service to students with problems related to IT services provided by ITS. Support is provided for the Monash Microsoft Windows Standard Operating Environment (SOE) for basic use of these applications. Support is provided to students using the University linux services for account issues and printing. Partial support is provided for University computers running the Monash Macintosh and Linux/Unix SOE. It focuses on providing connectivity to the Monash Data Network. and Support is not provided for Macintosh and Linux/Unix desktop operating systems and applications on student-owned equipment. Provide a prompt and courteous referral service to students with problems related to IT services which are provided by others (e.g. the local faculty, the Library, CeLTS, etc.).	Advise users that they are required to abide by all relevant University IT policies (see <a href="http://www.its.monash.edu.au/policies">www.its.monash.edu.au/policies</a> ). Advise students to report problems to the appropriate Helpdesk which is either the ITS Helpdesk or the Helpdesk (or equivalent) located in the faculty, the Library, in CeLTS, etc. Encourage students to avail themselves of training opportunities, and be appropriately trained in the use of the University's IT facilities.	<b>Service availability</b> Online services: <ul style="list-style-type: none"> <li>• The “total potential availability” for the online site <a href="http://www.its.monash.edu.au">www.its.monash.edu.au</a> is 24 hours by 7 days.</li> <li>• Supported hours are between 8 am and 6 pm (Melbourne time) Monday to Friday on University working days.</li> <li>• Limited on call support is available in accordance with the ITS on call provisions.</li> <li>• Necessary outages (e.g. the application of security patches) are advised, and extended outages (e.g. major upgrades of a system) are negotiated.</li> </ul> Helpdesk: <ul style="list-style-type: none"> <li>• Supported hours are between 8 am and 6 pm (Melbourne time) Monday to Friday on University working days.</li> </ul> During official University non-teaching periods (i.e. outside of Semester 1 and 2), hours may be adjusted at Helpdesk counters. Customers can log calls 24 hours per day by phone or by completing an online form.

\* Refer to the Glossary



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**Glossary**

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**First Level Support Service** This phrase is used when a service provider provides a service directly to the end user.

**Second Level Support Service** This phrase is used when a service provider provides a service to an intermediate service provider, who provides the service directly to the end user.

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