

University of New England Information Technology Directorate

ITD Training Computer Laboratory Operating Procedure

1. References:

Approved By: Peter Edwards, Director ITD

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Revision No.: 2.6

Reference Authority: Director of Information Technology, Information Technology
Directorate

Author: Terry Cooke

Access Level: Public

Related Policies & Documents:

- i. Rules for the Use of University of New England Computing and Communications Facilities.
- ii. Conditions of Use.
- iii. Intellectual Property and Copyright.
- iv. Internet Data Privacy Protection.
- v. Security Policy.

2. Preamble:

2.1. Guidelines:

- 2.1.1. This operating procedure will be implemented under the direction of the Director of Information Technology (DIT).
- 2.1.2. The operating procedure will be made publicly available and communicated to the University community.
- 2.1.3. This operating procedure is to be read in conjunction with the related policies and documents listed above and any other relevant University policy documents.
- 2.1.4. Changes to this operating procedure must be carried out in accordance with ITD's "Submission & Approvals Process for New & Amended Policy".

2.2. Objectives:

- 2.2.1. To provide a centrally located computer laboratory for training purposes.
- 2.2.2. To maintain the laboratory in a manner that provides an efficient, effective and reliable service while making the most effective use of resources.
- 2.2.3. To provide a Windows operating system environment.
- 2.2.4. To provide a flexible and open desktop environment.
- 2.2.5. To provide a booking system for the laboratory.
- 2.2.6. To restrict access to the computer laboratory in order that machine configurations, reliability and security are not compromised.
- 2.2.7. To provide a recovery mechanism that can rebuild a machine configuration quickly and efficiently.

3. Operating Procedure:

3.1. Scope

- 3.1.1. This operating procedure applies to the ITD Training Computer Laboratory.

3.2. Access

- 3.2.1. Users of the ITD Training Computer Laboratory must abide by the University's policies and rules on computer use.
- 3.2.2. People who are not members of the University community may request approval to use the ITD Training Laboratory from the Director of Information Technology or nominee or from approved senior University managers. Charges may apply.
- 3.2.3. The ITD Training Computer Laboratory will only be accessible by approved trainers or users with special requirements e.g. vision impaired. Requests for access must be made through the Help Desk and approved by the Director of Information Technology or nominee.
- 3.2.4. Access to the ITD Training Computer Laboratory will be by an authorised UNE staff or student card.
- 3.2.5. Approved trainers must only grant access to those undertaking training in the laboratory.
- 3.2.6. Unauthorised users found in the ITD Training Computer Laboratory will be required to leave the laboratory.

3.3. Booking the Laboratory and Checking Applications

- 3.3.1. The ITD Training Computer Laboratory must be booked for training.
- 3.3.2. Bookings will be on a first come, first served basis.
- 3.3.3. Bookings must be made through the ITD Office.
- 3.3.4. Trainers must cancel a booking as soon as they become aware that they no longer require the use of the Training Computer Laboratory.
- 3.3.5. ITD will publish details of the laboratory bookings on the web and in a conspicuous place in the ITD building.
- 3.3.6. A trainer booking the laboratory is responsible for ensuring that the applications they require have been installed and are working correctly.
- 3.3.7. The computers in the Training Laboratory may be re-imaged by a trainer or a request made, with adequate warning, to ITD to re-image the computers.
- 3.3.8. Approved users with special requirements may use the laboratory when it is not booked for training.

3.4. Behaviour

- 3.4.1. Consuming of food and/or drinks is prohibited in the computer laboratory.
- 3.4.2. Users found in breach of behaviour guidelines will in the first instance be asked to correct their behaviour, continued and or repeated occurrences may result in discipline under the 'Rules for the Use of University of New England Computing and Communication Facilities'.

3.5. Assistance with computer problems in the Training Computer Laboratory

- 3.5.1. Trainers are to report all problems in the ITD Training Computer Laboratory to the ITD Help Desk.
- 3.5.2. The ITD Help Desk will resolve the issue in accordance with its problem resolution policies and procedures.

3.6. Core and Non-core Applications

- 3.6.1. Core applications are those that ITD is responsible for purchasing, installing and maintaining. They are listed in Appendix A.
- 3.6.2. ITD will attempt to ensure that the core applications installed in the Training Computer Laboratory are recent versions (though not necessarily the most recent versions) of the application.
- 3.6.3. Non-core applications are those approved by ITD. The purchase, installation and maintenance of these applications will, at the discretion of the Director of Information Technology or nominee, be subject to an SLA.
- 3.6.4. ITD will only install one version of a core application (i.e. Office, Netscape, Internet Explorer).

3.7. Installing a New Application

- 3.7.1. Applications installed in the ITD Training Computer Laboratory must be correctly licensed to run in the laboratory environment. Proof of purchase and/or details of licensing must be made available to ITD before an application is installed or upgraded.
- 3.7.2. Requests to install a new application or to upgrade an existing application are to be emailed to the ITD Help Desk at least twenty working days before the application is required for use in the laboratory.
- 3.7.3. Prior to ITD installing any new application or upgrading an application in the Training Computer Laboratory the trainer must demonstrate to ITD that the application operates correctly and is compatible with all other installed applications.
- 3.7.4. Applications that do not work satisfactorily will not be installed on the Training Laboratory computers.
- 3.7.5. The Director of Information Technology or nominee may refuse a request to install an application where the application duplicates the functionality of an existing application or where the resources required to install and maintain the application are not justified by the projected usage of that application.
- 3.7.6. It is the responsibility of the person requesting a new application to be installed or an existing application to be upgraded to arrange for and resource the provision of assistance if it is required for the installation or upgrade and to thoroughly test the application once it has been installed or upgraded. Testing is to be carried out so as to provide ITD with adequate time to resolve and fix problems.
- 3.7.7. Negotiations must take place with ITD when, due to a limited number of licences, an application cannot be legally installed on all laboratory machines. In such cases ITD reserves the right not to install such applications.
- 3.7.8. Trainers may, with approval from the Director of Information Technology or nominee, load applications on the Training Computer Laboratory computers. In such cases trainers must inform ITD how long they require the software to remain installed and are responsible for returning the computers to the standard disk image. Trainers must consult with other trainers and the ITD Laboratory Supervisor before installing such applications. Such applications must meet the conditions in section 3.7.1 and, if they are to be used on a regular basis, be installed as per section 3.7.2

3.8. Re-installing applications

- 3.8.1. ITD will implement a system where core and non-core approved applications will be reloaded on the Training Computer Laboratory computers from time to time. This process may delete existing files. It is the trainer's responsibility to ensure that they do not leave important files stored on the Training Computer Laboratory computers.

3.9. Networked Disk Storage Space

- 3.9.1. ITD will provide a single shared disk area for use by trainers and trainees.
- 3.9.2. Access to this space will be limited to trainers and trainees.
- 3.9.3. This space will be accessible by trainers from desktop computers outside of the Training Computer Laboratory.
- 3.9.4. The password used to access this space will be changed by ITD regularly. Trainers must contact the Help Desk for the new passwords.
- 3.9.5. The quota for this disk space will be set at 1GB. The quota may be changed with the approval of the Director of Information Technology or nominee.
- 3.9.6. Files may be deleted from this space by ITD after consultation with key stakeholders.
- 3.9.7. Trainers are responsible for creating backups of all important files they, and their trainees, have stored in this area.

3.10. Charges

- 3.10.1. ITC must approve all charges levied for the use by the University Community of the ITD Training Computer Laboratory and facilities within the laboratory.
- 3.10.2. Charges for non-University Community users must be negotiated with ITD and approved by the Director of Information Technology or nominee.

3.11. Use of Laptops in the Training Computer Laboratory

- 3.11.1. ITD will provide a number of network connections for laptop computers in the Training Computer Laboratory.
- 3.11.2. Users must contact the Help Desk for details on how to connect their laptops to the UNE network.
- 3.11.3. UNE network security policies may restrict laptop users' access to the internet.

3.12. Maintenance and Replacement

- 3.12.1. ITD will be responsible for the maintenance of the ITD hardware and operating systems in the ITD Training Computer Laboratory.
- 3.12.2. ITD will be responsible for the replacement of 11 computers in the ITD Training Computer Laboratory.
- 3.12.3. The hardware, operating system and core applications in the ITD Training Computer Laboratory will be reviewed, under the direction of the Director of Information Technology or nominee, at least once every three years and at least four months before an enforced change (e.g. leasing) of hardware.

4. Definitions:

ITC: Information Technology Committee, University of New England. The University committee that advises the Vice-Chancellor on IT policy.

ITD: Information Technology Directorate, University of New England.

SLA (Service Level Agreement): An agreement between ITD and an Academic, Research or Administrative Unit or others to provide a service. Fees may apply.

Trainer: A person using a computer laboratory for teaching purposes.

University Community: University staff and enrolled students.

Director ITD:

Approved: _____

Date: _____

Executive Director (Business and Administration)

Approved: _____

Date: _____

Appendix A

ITD Training Computer Laboratory

Core Applications (Windows)

- Acrobat Reader
- Citrix ICA Client
- A drive mapping application
- Web browsers – Netscape and Internet Explorer
- Anti-Virus Software
- MS Office
- Quicktime
- WinZip
- Trim
- Filemaker Pro*
- Dreamweaver*
- MS Project*
- Photoshop*
- Pagemaker*

* Subject to appropriate upgrade planning and budgeting in conjunction with key stakeholders.