

 UNE PROCEDURE OR GUIDELINE	Document # UNE- D09/34623	Date Effective August 2004
	Author(s)	Review Date January 2010
	Tested by:	
Document Title ITD Training Computer Laboratory Operating Procedure		

CHANGE HISTORY

Revision	Date	Description of Changes	Author
	August 2004	Initial document	Terry Cooke
2.7	March 2009	Revision of formatting / template, minor updates	Martina Linnemann

1. PURPOSE

To provide a centrally located computer laboratory for training purposes, including a Windows operating system environment and as desktop environment meeting the needs of the user community

2. SCOPE

This operating procedure applies to the ITD Training Computer Laboratory.

3. REFERENCES

- i. Rules for the Use of University of New England Computing and Communications Facilities.
- ii. Intellectual Property and Copyright Policy.

4. PROCEDURE

4.1. Access

- 4.1.1. Users of the ITD Training Computer Laboratory must abide by the University's policies and rules on computer use.
- 4.1.2. 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.
- 4.1.3. 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 Service Desk and approved by the Director of Information Technology or nominee.
- 4.1.4. Access to the ITD Training Computer Laboratory will be by an authorised UNE staff or student card.
- 4.1.5. Approved trainers must only grant access to those undertaking training in the laboratory.

- 4.1.6. Unauthorised users found in the ITD Training Computer Laboratory will be required to leave the laboratory.

4.2. Booking the Laboratory and Checking Applications

- 4.2.1. The ITD Training Computer Laboratory must be booked for training.
- 4.2.2. Bookings will be on a first come, first served basis.
- 4.2.3. Bookings must be made through Room bookings (FMS).
- 4.2.4. Trainers must cancel a booking as soon as they become aware that they no longer require the use of the Training Computer Laboratory.
- 4.2.5. A trainer booking the laboratory is responsible for ensuring that the applications they require have been installed and are working correctly.
- 4.2.6. Re-imaging of the lab computers can be from ITD with sufficient (at least 2 weeks) notice prior to training.
- 4.2.7. Approved users with special requirements may use the laboratory when it is not booked for training.

4.3. Behaviour

- 4.3.1. Consuming of food and/or drinks is prohibited in the computer laboratory.
- 4.3.2. 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'.

4.4. Assistance with computer problems in the Training Computer Laboratory

- 4.4.1. Trainers are to report all problems in the ITD Training Computer Laboratory to the ITD Service Desk.

4.5. Core and Non-core Applications

- 4.5.1. Core applications are those that ITD is responsible for purchasing, installing and maintaining. They are listed in Appendix A.
- 4.5.2. 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.
- 4.5.3. 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.
- 4.5.4. ITD will only install one version of a core application (i.e. Office, Internet Explorer).

4.6. Installing a New Application

- 4.6.1. 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.
- 4.6.2. Requests to install a new application or to upgrade an existing application are to be emailed to the ITD Service Desk at least twenty working days before the application is required for use in the laboratory.
- 4.6.3. 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.

- 4.6.4. Applications that do not work satisfactorily will not be installed on the Training Laboratory computers.
- 4.6.5. 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.
- 4.6.6. 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.
- 4.6.7. 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.
- 4.6.8. Trainers may, with approval from the Director of Information Technology or nominee, load applications on the Training Computer Laboratory computers.

4.7. Re-installing applications

- 4.7.1. 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.

4.8. Charges

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

4.9. Use of Laptops in the Training Computer Laboratory

- 4.9.1. ITD will provide a number of network connections for laptop computers in the Training Computer Laboratory.
- 4.9.2. Users must contact the Service Desk for details on how to connect their laptops to the UNE network.

4.10. Maintenance and Replacement

- 4.10.1. ITD will be responsible for the maintenance of the ITD hardware and operating systems in the ITD Training Computer Laboratory.
- 4.10.2. ITD will be responsible for the replacement of 11 computers in the ITD Training Computer Laboratory.
- 4.10.3. 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.

5. DEFINITIONS

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.

Appendix A

ITD Training Computer Laboratory

Core Applications (Windows)

- Acrobat Reader
- Citrix ICA Client
- A drive mapping application
- Web browsers – Firefox 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.