

Responsibilities of Monash University IT Services and Faculty of Engineering IT Entities.

<i>University IT Service</i>	<i>IT infrastructure</i>	<i>Faculty of Engineering IT services and Departments</i>
Data networks, which include domains within each campus, between campuses and other sites, between the University and home, between the University and other Australian universities, and to other sites nationally and internationally	<ul style="list-style-type: none"> • Provision of standard facilities up to the "wall outlet" • Additional services, whether in function, capacity or quantity, provided on a user-pays basis. • Computing systems required to operate the network services. 	<ul style="list-style-type: none"> • Essential local network activities, e.g. recording Ethernet address information via ADDHOST • Patch cabling to computers and printers • Network interface cards
Telephone systems and telecommunications	<ul style="list-style-type: none"> • Telephone services up to the "wall outlet", for a fee • PABX functions • Communications carrier services • Telephone directory & TIMS system 	<ul style="list-style-type: none"> • Telephone equipment and cabling for offices
Desktop services	<ul style="list-style-type: none"> • Servers supporting the desktop environment • The agreed set of software • Provision of standard facilities up to the "wall outlet" 	<ul style="list-style-type: none"> • Client IT equipment including computers, printers, and future approved devices to agreed standards • Locally selected non standard software • Additional services, whether in function, capacity or quantity, provided on a user-pays basis (e.g. storage capacity)
Electronic messaging systems (including efficient and secure electronic mail)	<ul style="list-style-type: none"> • Central resources for secure electronic mail with integrated directory services, meeting scheduling, list services • Workgroup support systems • Specific agreed central Workgroup applications 	<ul style="list-style-type: none"> • Workgroup applications developed specifically for the local environment
Information integrity services	<ul style="list-style-type: none"> • University electronic data archive, storage and maintenance for defined information • Business continuity plans and facilities 	<ul style="list-style-type: none"> • Integrity of locally held information • Adherence to the aspects of the business continuity plan that relates to local entities
Video conferencing	<ul style="list-style-type: none"> • Specification, selection, provision of the central video conference equipment • Specification, selection, definition of standards and policies for desktop video facilities • Central video-on-demand server equipment 	<ul style="list-style-type: none"> • Desktop video client equipment to agreed standards • Local video-on-demand server equipment to agreed standards

Tele-teaching	<ul style="list-style-type: none"> • Specification, selection, provision of the central tele-teaching equipment • Specification of standards and policies for tele-teaching equipment 	<ul style="list-style-type: none"> • Local tele-teaching facilities
Faculty computing laboratories	<ul style="list-style-type: none"> • Servers supporting the common student environment • The agreed application software for the common student environment • The network connection to wall outlet, for a fee. 	<ul style="list-style-type: none"> • Client (laboratory) equipment to agreed standards • Faculty-specific software
General purpose non-bookable computing laboratories	<ul style="list-style-type: none"> • Servers supporting the common student environment • The agreed application software for the common student environment • The network connection to wall outlet. • Client (laboratory) equipment 	
High performance computing facilities	<ul style="list-style-type: none"> • Central HPC facilities • Negotiate arrangements with national, and possibly international, HPC sites if directed by IT Advisory Committee 	<ul style="list-style-type: none"> • Client Visualisation facilities • Application software and codes for localised research purposes • Client IT equipment and research equipment for faculty-specific research
Library systems	<ul style="list-style-type: none"> • Facilities manage agreed suitable equipment, operating system, and technical support for the Library's purposes 	
Central systems for administrative and academic support	<ul style="list-style-type: none"> • Facilities manage agreed suitable equipment, operating systems, and technical support for these purposes • Provision and operation of agreed University-wide applications and facilities 	Specification, testing, acceptance, and selection of administrative applications
Internet, intranet and Web services	<ul style="list-style-type: none"> • Intranet/portal application systems • Central Web servers and University Web Proxy servers • Search engines and other equipment as necessary 	<ul style="list-style-type: none"> • Any Web servers managed by the local entity
Web Master	<ul style="list-style-type: none"> • Overall policy and standards for Web content 	<ul style="list-style-type: none"> • Content of local Web pages

	<ul style="list-style-type: none"> and style • Responsibility for specific Web pages • Advising and assisting the Web Masters' group 	<ul style="list-style-type: none"> • Adherence to university Web policies and standards • Authorisation of official Web pages
--	---	---

Ancillary Service Responsibilities of the Division of IT Services and Local IT Entities.

<i>Ancillary IT Service</i>	<i>Central IT responsibilities</i>	<i>Local IT responsibilities (Faculty and Departments)</i>
Support and Service Desk functions	<ul style="list-style-type: none"> • For all IT infrastructure and core IT services up to "the wall outlet" • Second level support to local IT Service Desk and support staff. 	<ul style="list-style-type: none"> • For all interaction with, and first level support of students. • Support of all local IT equipment and software
Training	<ul style="list-style-type: none"> • Consult with PDT & CHED for the provision of training for staff and students • Define accreditation requirements for technical support staff. • Arrange provision of appropriate training for local technical support staff 	<ul style="list-style-type: none"> • Responsible for the ongoing accreditation of local IT support and Service Desk staff • Responsible for all their staff being proficient in their use of IT services. • Responsible for students being proficient users of IT
Information services	<ul style="list-style-type: none"> • Widely publish information for all IT core services 	<ul style="list-style-type: none"> • Information published relevant to all local IT developments
Information technology standards	<ul style="list-style-type: none"> • Through the IT Advisory Committee, develop university standards for endorsement 	Adhere to university standards
Information technology policies	<ul style="list-style-type: none"> • Through the IT Advisory Committee, develop university policies for endorsement 	Adhere to university policies
University endorsed software	<ul style="list-style-type: none"> • Negotiate software licences, prices and central funding for software deemed by the IT Advisory Committee of widespread significance • Negotiate software licences and prices for software deemed by the IT Advisory Committee of general interest, but requiring financing from local entities 	Where feasible, use software covered by university site licences rather than alternative products