

Information Technology Services

Specification Sheet

Valid from July 2011

University of
Western Sydney

Bringing knowledge to life



UltraSlim PC build



Recommended use:

The compact design of Ultra Slim Build makes it ideal for staff who have limited desk space. The ultra slim build supports the use of dual monitors if required.

Recommended for administration and academic staff.

Not recommended for staff with many external peripherals working at the same time. Network printers are excluded from this count. Limit of two peripherals at any one time.

Base System specifications:

- Intel DQ67SWB3 Motherboard
- Intel Quad Core i5 2300 2.8GHz 6MB Cache Processor
- Kingston 8GB 1333MHz DDR3 Memory
- Hitachi 500GB SATA HDD
- Sony Slim Internal SATA DVD-RW Drive
- Microsoft Windows OS
- Impact 3 years onsite warranty

Additional Requirements:

- Asus 22" LED LCD Monitor
single dual set up
- Microsoft Corded keyboard and mouse

Optional Upgrades:

- Microsoft Wireless keyboard and mouse pack
- Neo-Flex Free Standing Monitor Arm
- AVAYA CAT-6 Network Cable - 2.7m

Cost includes:

- Delivery
- 3 year onsite warranty
- Disposal (for leased equipment)

*Image shown is of the all-in-one solution - having a built in stand holding the case and monitor.

Software

UWS has a range of standard software products that are deployed to all staff machines. Some of the standard software products include:

- Microsoft Office
- Project
- Visio
- Antivirus
- Adobe Reader
- Flash Player
- Shockwave
- QuickTime
- Paintshop Pro
- SPSS
- Minitab
- NVivo
- Respondus
- Skype
- Endnote
- Worksafe Sam

If you require any additional software products or renewals of existing software licenses your ITP Procurement Client Account Officer will gladly provide advice and assistance.

How to order

1. Contact your IT Procurement Client Account Officer and provide them with a list of the required items, your cost centre number, project code and delivery address.
2. Your Client Account Officer will provide you with a Purchase and Service Requisition (PSR).
3. Check all products, accounting and address details and advise your Client Account Officer of any changes by writing the details on the PSR.
4. Complete requisitioning and authorising signatures.
5. Fax your PSR to ITP on (02) 9678 7488 or ext 7488.
6. The PSR will then be converted to a Purchase Order by IT Procurement staff and sent to the vendor for processing.

IT Service Desk

The IT Service Desk assists staff and students with IT related enquiries and support requests. To contact the IT Service Desk phone (02) 9852 5111 or ext 5111 or email:

[servicedesk@uws.edu.au](mailto: servicedesk@uws.edu.au)

To lodge and track your own request using the self-service system, visit:

<http://itsm.uws.edu.au/>

Disposal

All owned assets that are no longer being used by UWS staff should be disposed of through IT Procurement. To organise disposal, complete the IT Non Leased Asset Disposal Form and forward to itp.disposal@uws.edu.au. To access the IT Non Leased Asset Disposal Form visit:

http://uws.edu.au/campuses_structure/cas/services_facilities/it/computer_equipment



Information Technology Services is committed to reducing the environmental impact of the University.

All IT equipment is recycled, reused or redistributed to minimise waste. For more information about our environmental initiatives call (02) 9678 7487 or ext 7487.

FAQ

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Why are some IT products cheaper in retail stores?

To ensure that UWS staff have the best IT equipment we provide corporate models. Although these models may seem similar to those in retail stores, our models are built to a higher standard with high quality components, and include a three year, onsite warranty.

What does "supported" mean?

Supported products are those which have been tested and certified by the Desktop Services team. These machines will be installed by IT Services and will have the standard software deployed automatically. All supported machines are covered by an onsite warranty.

Why does UWS lease machines?

Leasing repayments are more cost effective over time than an upfront lump sum payment.

Why do I have to return or replace my leased machine after 3 years?

As technology is always changing, it is vital to replace equipment regularly. A period of less than three years would be disruptive for staff and would mean that equipment was replaced well before warranties expired. A period of more than three years negates the cost benefits of leasing equipment. Computer equipment typically starts to become less reliable after three years.

How long will it take to get my computer?

New machines are usually delivered within 10 to 15 working days, however, computers ordered as replacements for leased machines need to be ordered two months before lease expiry. This ensures that the machines are delivered in plenty of time to set up before the old machine is returned.

If you are concerned about the status of your order, contact your Client Account Officer or the IT Procurement hotline on (02) 9678 7487 (ext 7487).

Where will it be delivered?

Machines are delivered direct to desk unless otherwise requested.

Do I need to log a job to have my new computer installed?

No, ITP will automatically log a job for the installation of your new computer and software.

Do I need a laptop bag?

Although you do not need to buy a bag with your laptop, any damage to a leased laptop must be repaired or lessor charges will apply. A bag protects the laptop and reduces the chance of damage occurring.

What happens to the old machine?

Leased machines are returned to our leasing company and are refurbished and redistributed to other organisations in Australia and overseas. Owned assets are either reused within the UWS environment or disposed of. Disposed machines are redistributed or recycled.

Can I buy the old machine?

No, leased machines are owned by the leasing company so must be returned. Owned assets must be refurbished to ensure that application software and confidential data is removed from the hard drive.

How do I purchase non-standard software?

Contact your Client Account Officer for a Purchase and Service Requisition.

What should I do if I have an injury or disability that requires special IT equipment?

Although we can provide broad recommendations for suitable products, you should contact OH&S for specific advice. ITP staff will be happy to provide a quote for products recommended for you by OH&S.

What happens if my machine breaks down?

Contact the IT Service Desk for assistance. If an issue cannot be resolved by the IT Service Desk, a User Support Officer will be in contact with you within 72 hours to

organise repair.

What if my machine gets damaged?

Simply log a job with the IT Service Desk and IT staff will assist you with the repair.

When is my equipment not covered under warranty?

Anything that relates to a manufacturing fault is covered under the warranty. Issues arising from your actions, such as spillages, dropped and broken equipment, stolen items and accidental damage, etc, will not be covered by warranty. ITS will assist you through the process of assessing if repair is worthwhile.

Where can I find out more about IT Services at UWS?

Visit <http://www.uws.edu.au/its>



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