Information Technology Services
Specification Sheet
Valid from 1 August 2010

Software
UWS licenses a range of software products for deployment to all standard staff machines. Our software includes:

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

If you need additional software or renewals of existing licences, your IT Procurement (ITP) Client Account Officer will gladly provide advice and assistance.

Recommended Use:
The Tower build is a high performance machine that is recommended for high end users needing a powerful machine to support complex software programs. This machine will support a number of upgrades due to its large power supply.

Recommended for scientific, graphic or mathematical processing where there may be a need for more than one hard drive or many added peripherals and upgrades.

Not recommended for staff that are using MS Office applications, web browsing and graphics, email and lower end mathematical solutions such as SPSS. Our Ultra Slim model is more than suitable for these needs.

Base System Specifications:
- Intel Core i7 960 3.2GHz Processor
- Intel DX58SO motherboard with X58 Chipset
- Kingston 4GB DDR3 kit 1333Mhz memory
- Western Digital 500GB SATA Hard Drive
- 8MB Cache

How to order
1. Contact your Client Account Officer with your list of requirements, cost centre and project code, and delivery address.
2. Your Client Account Officer will provide advice and send you a Purchase and Service Requisition (PSR).
3. Check all the details on PSR and advise your Client Account Officer of changes by writing the details on the PSR.
4. Complete requisitioning and authorising signatures.
5. Fax your PSR to ITP on (02) 9678 7487 (ext 7488).
6. ITP will convert your PSR to a Purchase Order and send it to the vendor for processing.

Disposal
All owned IT assets that are no longer 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. The form is available at: http://uws.edu.au/itforms

Leased items are returned to the lessor at lease end.

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
To submit and track your own request using the self-service system, visit: http://itsm.uws.edu.au/

Galaxy 2 Silver Case W/650 Watt
- Microsoft Windows OS
- Galaxy GT520 1GB DDR3 Graphics Card
- 3 years onsite warranty
- Microsoft cored keyboard and mouse

Additional Requirements:
- Microsoft cored keyboard and mouse pack
- BenQ 22" LCD widescreen multimedia monitor

Optional Upgrades:
- NEO-FLEX FREESTANDING MONITOR ARM
- AVAYA CAT-6 NETWORK CABLE 2.7M BLUE
- Microsoft Wireless keyboard and mouse pack $53

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

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For more information about our environmental initiatives, call: (02) 9678 7487 or ext 7487.
**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.

**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 a 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?**

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**Contact us**

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