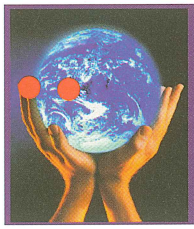
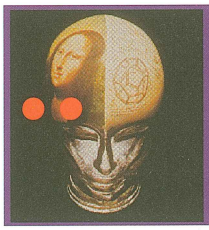
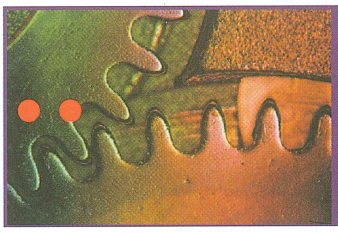


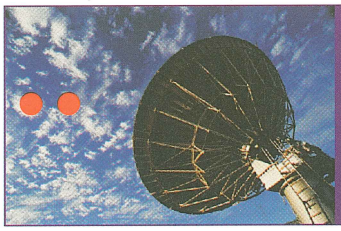
a total internet service



presentation services



IT synergy



IT facilities management

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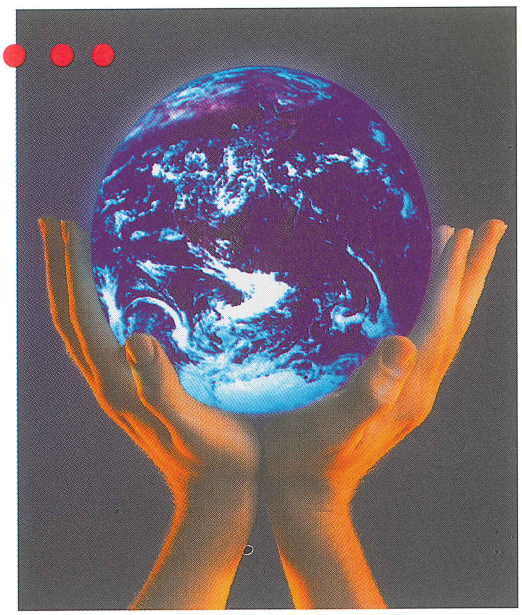

Total Internet Service

Clients need go no further than the Prentice Centre for Internet services.

Prentice not only provides access to the Internet, but also offers cabling services, equipment sales, computer training and web site design.

Training

So you have bought your computer and you have an Internet account.

How do you use them?

Our computer training classes range from the basics through to more advanced topics (eg, building web pages).

Course schedules are released regularly.

Visit our website for course details.

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Student/Staff Internet Accounts

University of Queensland students are entitled to a free Internet account, providing access to:

- World Wide Web
- Email and other Internet services

Connecting over 6000 campus computers and 15,000 people, the Prentice Centre has developed UQNET, one of the most advanced networks in Australia.

You can access to UQNET from home via modem or directly on campus.

UQ staff have similar access priveleges to the internet, when approved by their department.

A Service for All

Even if you are not a staff member or student, you can still access the Internet.

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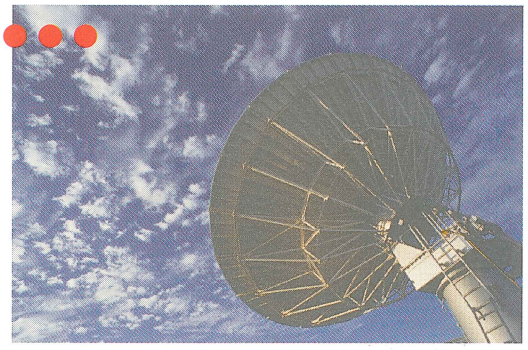

World Wide Web Production Service

For a visually appealing and innovative Web site contact Prentice.

Our expertise ranges from graphic design and layout, underlying technology (servers, caches), to programming the most technical, interactive pages.

Trouble Shooting

Connecting computers to the network and keeping them on-line is becoming quite a challenge for many organisations.

These days, a comprehensive understanding of computing is required to diagnose faults that may be caused by a myriad of variables - incompatible platforms, software packages and peripherals.

As we demand more from our workstations, we raise the level of complexity, so computing is not just a case of 'set and forget'. We have the staff who are able to diagnose problems and get you back online.

Behind the scenes

Using the expertise of computer programmers, network engineers and technicians, Prentice offers total internet accessibility. Because we design, build, maintain and manage one of the largest University networks in Australia, we understand the internet from the 'pipes up'. Some of our not-so-obvious services include:

- Data network backbone design
- Data cabling and maintenance
- Dial-in remote access and technical support
- Network capacity and strategic planning
- Campus-wide naming systems and network parameter management for TCP/IP, Novell, Apple and Microsoft Networking
- Nameserver and Hostmaster
- Postmaster and Mail Server Services
- USENET News Distribution
- WWW, FTP and Gopher Servers
- Virtual Domain Services
- Network Consulting and special projects

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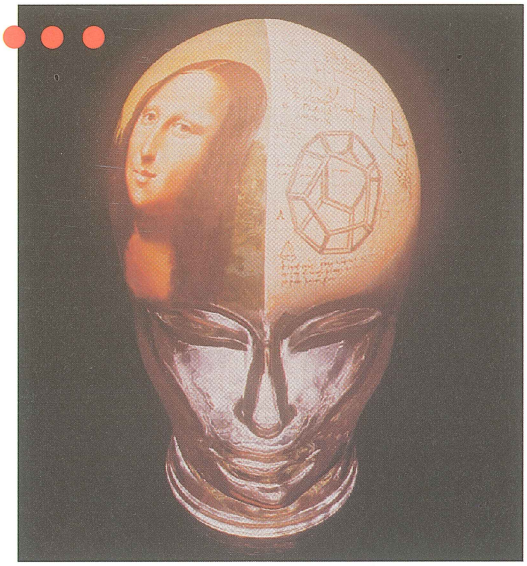
presentation services



Public Presentations

Public presentations are difficult enough without having to worry if your audio visual presentation equipment is up to scratch.

Prentice offers lecture and conference audio visual equipment and the expertise to ensure you get stunning results.

Scope of the task

Whether you are interested in hiring a single piece of equipment or a total audiovisual conference package, Prentice can help you deliver your message.

We can supply data and video, overhead, or slide projectors, plus sound systems and more.

When you require a complete conference package, we advise on what you will need.

Advice and the total package

Over the phone, we can determine what systems are best for your needs. We deliver equipment, set it up ready to go, then collect the equipment afterwards.

Fully trained operators are on hand to give you complete peace of mind.

Lecture Theatres

The University of Queensland has hundreds of lecture theatres that require audiovisual maintenance and management.

Each teaching morning, Prentice quality checks assigned lecture theatres.

Visit our web site for the lecture theatre AV equipment list.

Centralised Video Services

Prentice operates a Central Video Replay System that allows you to replay video (using a fibre-optic, remote control system) in over 100 programmed lecture theatres.

Many video formats are possible and can be displayed on video projectors and/or large monitors. Familiar VCR controls are in each lecture theatre.

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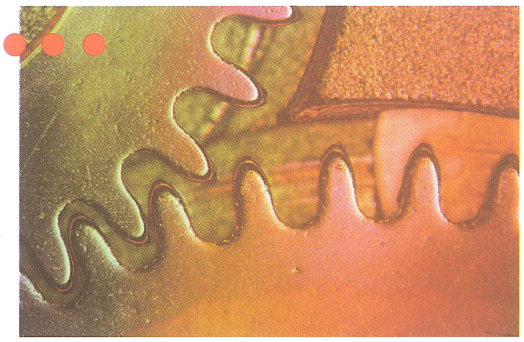

AudioVisual Equipment Maintenance and Consulting

Prentice audiovisual staff repair departmental audiovisual equipment. Staff will advise if your audiovisual equipment is cost-effective to repair and suggest alternatives.

Great Slides

Great slides will enhance your message. Turn those rough diagrams and notes into a high quality slide presentation with our Graphic Designer's advice and assistance.

Need a video?

Video is an entertaining way of communicating your message.

Prentice has full digital video production facilities and experienced producers who are able to turn your concept into an effective message.

Video production staff can produce simple lecture theatre recordings through to documentary production.

Capture your presentation

An important or memorable presentation can be captured on a video or audio recording.

After the session has been recorded, we can make multiple copies.

Video on your Web site

Prentice's video producers and programmers can produce or extract video to add to your Web site.

Document Layout

Desktop layout design skills can give your documentation a professional touch.

Our desktop publishing service is able to transform rough notes into something special.

This service, combined with our high quality printers, means that your documents will stand out against the competition.

Designing Pictures

Illustrate your work professionally, or create a unique identity for your organisation with Prentice's graphic design services.

Prentice can create original artwork, including logos, graphs and scientific diagrams for publications and posters.

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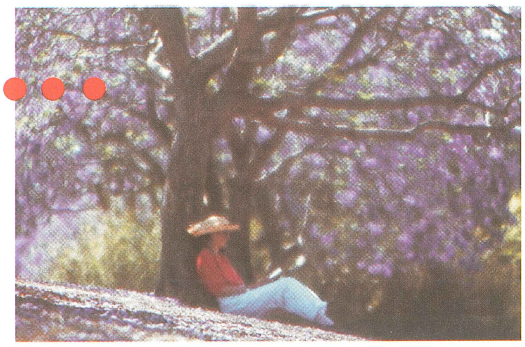

Photography

Digital photography is ideal for newsletters, web pages, and archival records.

Digital images can be manipulated using software so enhancements or restorations are possible.

Scientific and technical photography is our specialty, and traditional photographic processes are still available.

ID Cards

Prentice can organise ID cards for your organisation's security needs.

Low Cost Data Storage

CD-ROM is a cost-effective method of bulk storage. Compare the convenience, cost and speed of one CD-ROM with 450 floppy disks! A CD-ROM can store 650MB of data so it is the ideal, secure medium for archives, image libraries, database and multimedia applications.

DIY in a Computer Lab

If you prefer to do it yourself, use Prentice's Computer Lab to create your own documentation. Our PCs are equipped with a range of popular software packages.

Software Licensing

Software Licensing provides a range of software to the University at reduced prices through site licenses negotiated with various software companies.,Many software programs are available for both PCs and Macintosh. Popular packages include: Adobe PageMaker, Claris FileMaker Pro, Statistical Packages SPSS, SAS, Virus Detection, Virus Busters, Microsoft Word, Webster Publishing Computer based training programs.

Document Preparation

The quality of your documentation conveys a lot of information about your organisation. Some submissions or documents do not justify large scale printery services, so we offer printing, binding and photocopying services that cater for those jobs that require the look of professional printing, but do not require hundreds of copies to be made.

Data Preparation

Accurate and fast data preparation is necessary for surveys and exams, especially when you have hundreds or thousands of pieces of paper. Data can be entered manually or by scanning.

Text and Image Scanning

There's no need to retype!

Give us your printed text and we'll create a wordprocessing file.

We can also scan your line art and image files for use in Web pages, presentations or documents.

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IT Synergy

Apart from providing information, technology support for teaching, learning, research and administration of the University of Queensland, Prentice provides expert consulting services.

Combining the expertise of our engineering, production, system management and programming staff we offer solutions that look at the total picture.

Expertise

Having one of the most advanced communications networks in Australia and being home to one of the world's leading computer and network security organisations, Prentice staff are in demand for conference and public speaking engagements and specialist consulting services.

Auscert

Computer and Network Security. Prentice is home to AUSCERT-one of the world's leading computer and network security organisations.

Insecure computer systems provide openings for intruders. Unfortunately, there are no requirements for security before an organisation or individual can connect to the Internet, so everyone connected is vulnerable to intruder attack and exploitation.

AUSCERT offers services on a subscription and fee-for-service basis.

Subscription service include; security alerts, 24 hour security indicident response service, security awareness programs, international security information archive, referral to report and law-enforcement organisations.

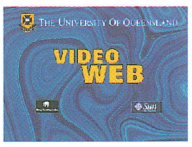
Information Systems Solutions

Off-the-shelf software rarely meets the needs of a high-end user.

You can streamline your research and business applications by talking to one of our software developers.

We thrive on obscure and challenging programming requests, and draw from the extraordinarily diverse skill base of Prentice. Combine this expertise with world class computing facilities and you have a formidable synergy to tap into.

Videoweb



VideoWeb is capable of delivering broadcast quality video images at full frame rates to the lecture theatre. VideoWeb is a Web-driven video-on-demand technology developed by Prentice and Sun Microsystems for use in University of Queensland lecture theatres. This technology is a first for Australia and illustrates the synergy between our network engineering expertise and production capabilities.

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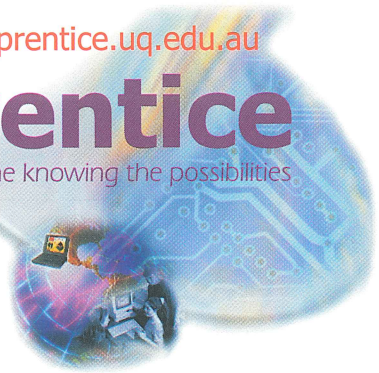

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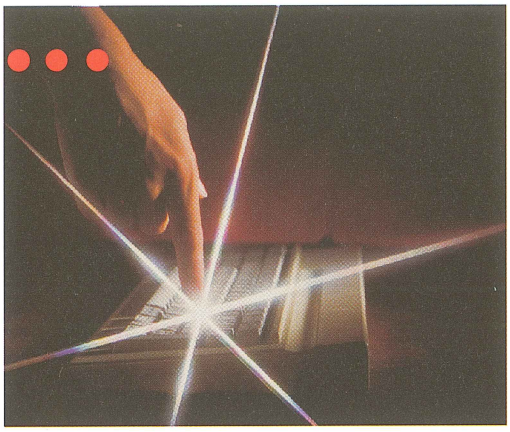
IT synergy

IT facilities management



Computing is valuable

Ever calculated the real cost of computing in your organisation? Downtime and corridor assistance can lead to low productivity levels, not to mention frustrated staff.

With the increasing complexities of running computers (eg. Internet access, compatibility with other systems, network security) a Facilities Management Agreement is a cost-effective method of managing a computer site.

Our staff have experience in server and desktop workstation support - Unix, Novell, Netware, NT, PC and Macintosh.

A Facilities Management Agreement provides an alternative to employing more staff. What's more, we are able to match a large pool of expertise to your particular circumstance. Agreements can be tailored to suit the level of facilities management that fits your needs.

Some service levels offered.....

- Full Facilities Management Agreement
- Facilities Management Hourly Agreements
- Pre-paid Computing Support
- Ad Hoc and Emergency Support
- Telephone Consulting
- Tailored and Specialised Facilities Management Agreements.

Scalable Service Levels

Prentice can provide small or large scale facilities management services.

We manage departmental facilities, single computing problems and large scale central administration computing services. We also administer site licences and third party maintenance contracts.

Backup your Data

Think about how much your data is worth. If you were to lose it, could you recover it? Backing up is insurance for your precious data.

Prentice offers a cost-effective backup service. Backups are done on a daily basis, as an automatic process performed via the network at a convenient time to you. Both small and large systems can be backed up.

It's broken!

Our trained computer technicians can repair computing equipment. Contact us for a quote. Delivery and pickup service provided.

High Performance Computing

If your organisation requires heavy duty computing applications, Prentice has some of the most powerful computing equipment in the Southern Hemisphere.

Prentice manages a Silicon Graphics Origin 2000 so talk to us about your specialist computing or visualisation needs.

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