

Audio\Visual Events Service Management

Description:

This service provides management and setup of resources for technology for events on campus.

Features:

- Ensure that existing technology is working and meets the needs of the client.
- Provides support for operation of technologies that are on campus (podiums, existing computers, etc.).
- Provides support for operation of technologies provided by conference and event services (laptop, projector).

Service Administrator (owner):

PC Technician

Availability:

8:00am -4:00pm M-F except for holidays and shutdowns. Potentially reduced hours for summer.

How to Request Service:

IT Help Desk - 518.327.6465, itteam@paulsmiths.edu, or ticket entered into helpdesk.paulsmiths.edu.

Initiated:

Approved operational procedures
Approved work requests

Charges:

During normal business hours:

	Academic	Non-Academic
Requests to assist user on using the equipment	No Charge	No Charge
On-Site technician requested during event	No Charge	\$40/hr

During non-business hours*:

	Academic	Non-Academic
Requests to assist user on using the equipment	No Charge	\$40/hr
On-Site technician requested during event	No Charge	\$40/hr

*Events outside of normal business hours cannot be guaranteed during periods when students are not on campus or during holidays.

Deliver Channels:

Satisfied work requests

Prerequisites:

Requests need to be made at least 5 days in advance to guarantee service.

Key Service Targets:

Help feedback 90%+ positive.

Start and complete times for various call types are listed below with respective reliability for SLA compliance

- User satisfaction as measured through samples surveys with 90%+ positive responses
- Contact on all calls within one business day
- Personal contact on all critical and urgent issues within 4 hours
- Immediate escalation and notification on all calls that cannot be resolved at the IT Service Center

Estimated FTE:

Risks\Clarifications:

The IT department doesn't provide additional services that cannot be met by the existing infrastructure in the spaces available.