

Classroom Multimedia Facilities Management

Description:

This service provides ongoing management and maintenance of physical site infrastructure assets used to house multimedia teaching station infrastructure hardware and related college multimedia equipment.

Features:

- Provide consulting and expertise for physical site multimedia teaching station infrastructure assets such as floor space, mechanical, electrical, ventilation, cabling, lighting and mounting of equipment. Currently multimedia facilities technologies are funded by the Capital Projects department in consultation with the IT department.
- Acquire appropriate computer for multimedia teaching station technologies. Other technologies are purchased by the Capital Projects department.
- Manage and maintain physical site teaching station locations to provide for functional and clean operating environment.
- Manage, test and maintain instructional multimedia classroom teaching stations
- Consults with the space committee to monitor use of physical site premises to identify spaces for upgrades or downgrades to accommodate changes in multimedia equipment capability or general infrastructure.
- Ensure proper labeling of multimedia equipment and cables in place and adequately maintained.
- Oversee repairs to physical site multimedia teaching station infrastructure components done by 3rd parties and validate that repairs meet expected benefits
- Manage and maintain conference and meeting room audio, video and teleconferencing equipment that have been designed and installed by Capital Projects or IT department with approved College budgets.

Service Administrator (owner):

Helpdesk Manager

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 work Requests
Escalated Incidents or Problems from the IT Service Center
Recommendations from space committee or other relevant committees

Charges:

Internal planning, configuration and maintenance services provided at no cost to customer. Source of funds for installations, repairs and upgrades depends upon classification of space, request status (standard systems or specialty) and funding availability.

Deliver Channels:

- Satisfied Work Requests
- Consulting and Support

Prerequisites:

- Approved designated budget money specifically for the design, implementation and support of audio/video systems
- Appropriate network and construction infrastructure to support requirements

Key Service Targets:

- Helpdesk user feedback 90%+ positive
- Less than 5% of service requests representing foreseeable failures (lamps burned out, etc.)
- Initial response to 100% of outages within 4 business hours.

Estimated FTE:**Risks\Clarifications:**

Currently Multimedia classroom technologies are funded by the Capital Projects department in consultation with the IT department. It is unclear who funds repairs to infrastructure. Classroom technology connectivity is limited to the existing supported equipment found on site. For example, not every podium will support an end-user laptop connection.