

# Service Level Agreement of Technology Support Provided for Campus Events

## 1 SLA FOR REQUEST SUBMISSIONS (PRIOR TO EVENT)

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These steps outline the responsibilities, process, and Service Level Agreement (SLA) for provision of tech support and equipment at Campus Events. This includes events, meetings, and conferences held in BSU meeting spaces, classrooms, and labs.

1. The Customer submits an event request to University Events via Virtual EMS.
2. University Events compiles the Customer's event needs.
3. University Events schedules **Technology Requests Requiring University Events Attention**. These requests include:
  - a. Basic setup and testing of daily equipment requests as needed
  - b. Scheduling on-site tech support for events as requested
  - c. Assisting users with testing of presentation and conferencing media as requested (i.e. PowerPoint slideshows; Skype video sessions)
  - d. Distributing ceguest accounts to event participants as needed to log into meeting space lab computers. These accounts are provided by IT to University Events on a weekly basis for distribution as needed
  - e. Provision of flip charts, easels, paper, markers, extension cords, power strips, portable speakers, RF remotes, microphones (wired, handheld wireless, lapel), specialized video cables, powercarts, tripod screens, document cameras, customer laptops and devices
4. University Events submits **Technology Requests Requiring IT Attention** to [itsupport@bridgew.edu](mailto:itsupport@bridgew.edu). IT Support reviews the requests and completes all approved requests that are submitted a **minimum of 10 business days prior to the event start date**. IT Support will provide best faith effort for any requests submitted with less than 10 business days' notice prior to the event start date. These requests include:
  - a. Select *High Profile* events may require IT support staff on site in a support role to University Events for event technology use. *High Profile* is defined as: Board of Trustees meetings, Presidential Office requests, Dignitary Visits, Chairmen's Dinner
  - b. Software installations
  - c. Laptop loaners
  - d. University Events Consultation with IT Support Staff for event advice

## 2 SLA FOR TIER I SUPPORT AT CAMPUS EVENTS (DURING EVENT)

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These steps outline the responsibilities, process, and Service Level Agreement for provision of Tier 1 Support by University Events at Campus Events while an event is in progress. University Events is responsible for providing all Tier 1 Support at Campus Events.

1. The Customer presses the "Help" button on the Meeting Space phone (unless University Events staff are on-hand covering the event)
2. The "Help" call is routed to the University Events Main Office (x.6139)

3. When called, University Events determines the nature of the issue (i.e. Sodexo food delivery, room conditions, technology) and responds accordingly. If the Customer is calling to report technical difficulties, University Events provides Tier 1 Support troubleshooting. This includes:
  - a. Assisting users with basic controls for turning on room technology (i.e. computer, projector) and managing volume control
  - b. Assisting users with basic controls for switching A/V sources (i.e. document camera, computer) for display on projection system
  - c. Assisting users with basic connectivity of a mobile device (i.e. PC laptop, Mac laptop, iPad) to the projection system
  - d. Assisting non-BSU users with basic steps for claiming a wireless guest account
  - e. Assisting non-BSU users with login to the computer station with the mediapc guest account

### 3 SLA FOR TIER 2 SUPPORT AT CAMPUS EVENTS (DURING EVENT)

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These steps outline the responsibilities, process, and Service Level Agreement for provision of Tier 2 Support by IT at Campus Events while an event is in progress.

1. If University Events is unable to resolve technical difficulties via Tier I Support troubleshooting, University Events calls the IT HelpDesk (x.2555) for Tier 2 Support between 8:00am - 10:00pm Monday-Thursday and 8:00am -5:00pm Friday
2. IT Support staff are immediately assigned to respond remotely or dispatched to the room location as needed within a **15-minute timeframe**

### 4 TRANSITION NOTES

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As of January 1, 2015, all SLAs as defined above are in effect.

#### 4.1 IT TRAINING OF UNIVERSITY EVENT STAFF

Information Technology staff will provide Tier 1 Campus Event Support training prior to the effective transition date of January 1, 2015.

#### 4.2 POINT PERSON FOR TRANSITION

The Assistant Director for Media Services is designated as primary contact during the transition period thru Commencement in May of 2015. Responsibilities include:

- Provide guidance to University Events regarding sponsor/customer requests
- Provide guidance to University Events regarding equipment setup and usage
- Provide guidance to University Events for Tier 1 support and troubleshooting
- Continue to assist University Events in the development of process and procedures for Event Technology/University Events support as needed
- Consult with IT HelpDesk and IT staff regarding requests submitted to University Events for guidance as needed
- Consult with IT staff regarding high profile event coverage needs

#### 4.3 MEETING SPACE PHONES

All Meeting Space Phones will need to have Help buttons reprogrammed to direct callers to the University Events Main Office (x.6139) prior to the effective transition date of January 1, 2015.

#### 4.4 BUDGET ALLOCATION FOR MANAGING EVENT EQUIPMENT

Event Technology spends upwards of \$1,000 annually for the replacement of consumable supplies, identified as:

Flip chart paper, markers, extension cords, power strips, RF remotes, specialized video cables, adapters, batteries

IT will service, update, and replace any permanent technology in meeting spaces (i.e. document cameras, computers, projectors, microphones, audio systems, control systems).