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## **Classroom Technology and Event Support Service Level Agreement**

Effective: 16 March 2017

### **Description:**

All classroom technology services are provided to New Mexico State University by Information and Communication Technologies (ICT). The classroom technology service consists of support, installations, and maintenance of technology-enhanced classrooms, labs, conference rooms, fully-equipped 'smart' classrooms, distance learning classrooms and webcasting events.

### **About this Service Level Agreement:**

This document is a Service Level Agreement (SLA) between the Classroom Technology Team, part of Information and Communication Technologies (ICT) and the users of this service. The purpose of this Service Level Agreement (SLA) is to provide a clear explanation of the guidelines for classrooms and event support provided by the Classroom Tech team to New Mexico State University students, faculty, and staff, and to establish expectations for timely response to customer requests for support and resolution of outstanding technical and equipment issues. This agreement establishes the level of technical support provided by the Classroom Tech division of New Mexico State University Information Communications Technology (ICT). It identifies the roles and responsibilities of both Classroom Tech staff and New Mexico State University with the goal of improving the services offered. Any questions regarding this Service Level Agreement should be directed to the Director, Telecom, Network, Customer Support 575-646-5779 & Classroom Technologies and Audio Visual Services at 575-646-6500.

This Service Level Agreement establishes guidelines for the classroom, conference rooms and event support provided by the Classroom Tech team to New Mexico State University Students, Faculty, and Staff in according with the University's missions, goals, and policies.

These guidelines for classroom and event support will be reviewed on an annual basis by the Director, Information Technology Infrastructure, and Technical Services. If significant changes to these guidelines are necessary, these changes will be communicated to the University Community.

### **Services Provided:**

Under the terms of this SLA, Classroom Tech shall provide the following service:

- Provide preventive maintenance, to include cleaning of projector filters and lamp replacement
- Replace centrally scheduled classroom AV equipment on a scheduled rotation with the support of NMSU central fund.
- Bring new classrooms online as new construction or space dictates
- Schedule AV vendors/technicians to address classroom equipment issues, as needed
- Deliver, set-up and retrieve classroom tech equipment
- Provide training on the operation of Classroom tech-owned equipment
- Demonstrate and operate Classroom tech-owned equipment, as requested.
- Perform routine preventive maintenance of equipment
- Repair or replace broken or malfunctioning Classroom tech-owned equipment.

Under the terms of this SLA, Classroom Tech shall **not** provide the following service:

- Troubleshooting equipment, laptops, PCs etc. that are not installed in a teaching environment.
- Software acquisition
- Furniture acquisition (with the exception of media desks or lecterns as part of classroom installations)
- Classroom structural modifications
- Removal USB Flash Drives/Thumb Drives
- Encrypted storage devices
- Support for displaying or embedding videos in Canvas and/or Website.

Under the terms of this SLA, the users shall be responsible for the following:

- Becoming familiar with effective uses of classroom technology via self-instruction or appointments made with Classroom Tech.
- Creating a “backup plan” in the event of an unexpected Classroom Tech malfunction.
- Scheduling or reserving event support and equipment or assistance at least five (5) days prior to the event by calling Classroom Tech, submitting an online service request, or contacting Classroom Tech at [video@nmsu.edu](mailto:video@nmsu.edu)
- Informing Classroom Tech of equipment or technical issues at the earliest opportunity.
- Seeking permission/approval before the installation of any new equipment or software according to NMSU policy and the standards set forth by classroom technology.

## **Other Services**

### **Video Production & Editing**

Classroom technology offers video recording services for academic events. Request by faculty and staff for recording of on-campus events will be honored based on the availability of a Classroom Tech technician. These services can be booked by contacting [video@nmsu.edu](mailto:video@nmsu.edu).

Panopto is the University’s repository for all recorded Panopto content. In the event that you require a physical copy please contact Classroom Tech.

If the video is to be used in Canvas, please contact Instructional Innovations and Quality (IIQ) for assistance.

All Panopto recorded activities are completed should be in accordance to federal copyright and intellectual property governance laws.

Classroom Tech also provides assistance with using the editing tools in Panopto.

### **Video Conferencing Support**

Classroom Tech provides technical support for Cisco Telepresence (formerly Tandberg), Polycom and Adobe connect (used with in Canvas) video conferencing solutions owned and operated by NMSU. Video conferencing solutions owned and operated by NMSU.

Video conferencing events must be scheduled five (5) days in advance to ensure availability of facilities and adequate preparation time for support personnel.

These services can be booked by contacting [video@nmsu.edu](mailto:video@nmsu.edu).

### **Scheduling a one-time event**

Video conferencing room must be booked by central scheduling and can be reached at [acasched@nmsu.edu](mailto:acasched@nmsu.edu).

When scheduling a conference or event in the Corbett Center Student Union you will need to contact conference services at [conference@nmsu.edu](mailto:conference@nmsu.edu).

### **System Availability, Troubleshooting, and On-Call Support:**

#### **System Availability**

With the exception of regularly scheduled maintenance and backup time periods, the systems supported shall be available for access seven days a week, twenty-four hours a day. Specifically, core classroom technology services are normally expected to be available for use 24 hours per day, 7 hours per day, 365 (366) days per year, except for scheduled downtime. Notifications of downtimes and likely impacts will be sent out to the user community via email, if significant enough Administrative council will also be notified.

#### **Troubleshooting, Response Time and Escalation**

Classroom Tech offers classroom and event support during its normal business hours, which are 8:00am – 5:00pm, Monday – Friday. Requests for after-hours and weekend support will be considered depending on the nature of the event.

Support requests, will include charges for equipment and personnel according to the Classroom Tech.

Classroom Tech strives to respond to classroom support requests the same business day that they are received, or the first opening available whether they are submitted online via <http://ict.nmsu.edu/ict-form-2> or made by calling Classroom Tech at 646-6500 or 646-2360.

The table lists the different categories of incident requests that are submitted via the work order form or phone call. These categories are aligned with estimated resolution times.

These are target time frames that can be affected by the following factors:

- Contact with the end user.
- The availability of hardware or software resources.
- The involvement of outside vendor support.

<b><u>Incident Request</u></b>	<b><u>Resolution Time</u></b>
Connection to Projector/audio Functionality	Same Business Day
Maintenance/room availability	1 – 2 Business Days
Special Equipment/Staffing request	3 – 5 Business Days

If an issue is not being resolved in a satisfactory manner or is not being resolved in a manner that meets the Service Level Agreement outlined in this document, the issue should be escalated to the Director, Telecom, Network, Customer Support 575-646-5779 and Classroom Tech manager 646-2360.

### **System Upgrades, Maintenance, and Replacement**

Classroom Tech strives to respond to event support requests by the event deadline established by the requestor; however, it is imperative the client make the support request 5 business days prior to allow Classroom Tech personnel adequate time to schedule equipment assets and to ensure timely delivery and set-up.

The Manager, Classroom Tech reserves the right to deny requests for unscheduled event support. Requests for event support should be made directly to Classroom Tech or as part of the reservation process through the ICT Work Order System.

At any time, the requestor of classroom or event support services feels their request has not been addressed in a timely or satisfactory manner, the requestor is strongly encouraged to contact the Director, Telecom, Network, Customer Support 575-646-5779 and Classroom Tech manager 646-2360.

Due to the volume of calls during the opening two weeks of the spring and fall academic terms, during final examinations, and in other periods of peak volume, response times may be longer than normal. Classroom Tech staff will inform end users if such an exception is necessary.

### **Service Assurance and Feedback**

Users should bring to the attention of Classroom Tech any matter that may require resolution.

In order to tailor the ICT charter to meet the growing and changing needs of its clients, feedback regarding the services provided under this SLA is valuable. The opinions of those whom we

support are important and shall help ICT provide better service and identify the future needs of our clients. Therefore, your assistance with any customer satisfaction surveys that you may be presented with is greatly appreciated.

