CLDT SLA - AV Support

GENERAL OVERVIEW

This is a Service Level Agreement ("SLA") between the Whiting School of Engineering Faculty and Staff and the Center for Learning Design and Technology Audio/Video ("AV") Department. It documents:

- The responsibilities of the AV Technical staff as the provider of this service.
- The AV team’s commitment to general levels of response, availability, and maintenance associated with this service.
- The responsibilities of the clients receiving this service.

The objective of this agreement is to ensure the best audio/video service and product quality for all faculty, staff, and students affiliated with the Whiting School of Engineering.

To achieve this the SLA, outlines the roles and responsibilities of the CLDT AV department and defines the standards by which we measure quality and the expectations for performance.

This version of the Agreement is valid from August 1, 2022 and will be updated on an as needed basis to maintain excellent service. It will be formally reviewed every two years. If any member of WSE feels this agreement is not working to their satisfaction their comments and suggestions for this SLA are more than welcome. Please email any suggestions to cldtsupport@jhu.edu

AUDIO/VIDEO (AV) DEPARTMENT STANDARD SERVICE

The Center for Learning Design and Technology Audio/Video Department (CLDT AV) manages, maintains and provides support for technology in CLDT controlled spaces. This includes turning systems on, troubleshooting issues, adjusting audio and video equipment, etc. In addition, the team is responsible for planning AV upgrades to spaces and providing consultation on AV-related projects.

A CLDT controlled space is a room with audio and video equipment installed, maintained and supported by the CLDT AV department. Current CLDT controlled spaces include Conference Rooms, Huddle Rooms, Instructional Studios, Labs, Classrooms and Office Space utilized by the Whiting School of Engineering faculty, staff and affiliates.

CLDT also provides AV technical support to WSE Instructors, faculty and staff when utilizing General Pool Classrooms or event spaces located on the Homewood campus.
**SCHEDULING PROTOCOLS**

To ensure events go smoothly and maintain the highest quality, the AV department must be made aware of any WSE class, event, and function needing technical support.

Please submit tickets to: **cldtsupport@jh.edu** to request technical support.

**Recurring Class** – 2 Weeks advance notice for the initial class, no additional ticket or notice is required.

**One-off Class** - 2 Weeks advance notice for specific class.

**Event or Conference** - 3 Weeks advance notice

**Live Stream Event / Hybrid Event** – 4 Weeks advance notice

**VIP Event** – 6 Weeks advance notice

*Live Events* - Event technical setups require four weeks’ notice to ensure technician availability and allow time for equipment tests.

**AV EQUIPMENT TROUBLESHOOTING**

**URGENT AV EQUIPMENT TROUBLESHOOTING**

For critical and high priority issues, please contact an AV Technician via the on-call service line at 410-514-3124 or email **cldtsupport@jh.edu**

**NON-URGENT AV EQUIPMENT TROUBLESHOOTING**

1. Client submits a support ticket indicating what the technical issue is.
2. Once the AV Department has received the ticket, an AV Technician will schedule a time with the requester or room coordinator to troubleshoot and solve the issue.
3. If necessary, the AV Manager will schedule and oversee vendor visits.
4. In the case of user error resulting in a repeated issue, the AV Department will work to find a solution that prevents the error from occurring in the future.

**EVENT SUPPORT**

The AV Department supports event-related needs, such as microphone, camera, Zoom Rooms and livestream setups during support hours. Events needing weekend support are supported based on availability and will need to be coordinated with the AV Manager.

Requests for AV event support must be submitted to **cldtsupport@jh.edu** at least 3 weeks prior to the event. If requested less than 3 weeks prior to the event, AV support will not be available.

All event requests submitted must include the following information.
The AV manager will review the event request information and contact you for a quick consultation to confirm an appropriate support solution for your event.

**MANAGEMENT AND MAINTENANCE**

CLDT controlled rooms will have routinely scheduled maintenance visits for upkeep, gear inspection, and any necessary repairs. These visits will be coordinated with room managers for availability as needed.

In the event of an emergency maintenance visit, AV will do its best to get the equipment back up and running while not interfering with classes or events. Please be aware that room repairs are subject to external factors such as shipping times, vendor scheduling, and room availability.

If equipment needs to be removed for repairs and this impedes the functionality of the room or a service, AV will notify the department room manager and provide updates on resolutions to the issue.

**AUDIO VIDEO INSTALLATIONS**

Installation of permanent audio/video technology in a classroom, office or conference space must go through the following process:

**PLANNING & APPROVAL (1-2 MONTHS)**

Rooms must meet the following criteria to be approved for AV installation:

1. The space is a part of the WSE controlled areas and will be utilized by WSE Faculty, Staff, Students or Affiliates.
2. The installed technology will be regularly used for any of the following: WSE classes, WSE student functions, WSE faculty meetings, WSE conferences, etc.
3. Cost Center number for billing can be provided.

Following approval of the above criteria, the AV manager will meet with all clients involved in the upgrade process to discuss the requirements for their space. The AV manager will draw up a technical plan and provide a quote for the space. Once this plan has been reviewed and approved by all involved, the purchasing of equipment will commence.

**INSTALLATION (3 WEEKS)**

The CLDT AV Department will install all equipment and test/troubleshoot any issues. Whenever possible, installations will be scheduled during non-class days or over long breaks.

**DEMO & TRAINING (1 WEEK)**

The client will be given a demo of the new equipment and its functionality in order to confirm that it works as described and is to their liking. Should any changes be required, they will be
scheduled and planned at this time. All frequent users of the newly installed space are required to receive training on the installed equipment within 2 weeks or less of the installation's completion.

**GENERAL SERVICE LEVELS**

The goal of the CLDT AV Department is to acknowledge, assign, and begin working on “Standard” incidents and service requests within 8 business hours of receipt during support hours. An incident is any interruption in the normal functioning of a service or system.

**INITIAL RESPONSE**

Requests for support will be fulfilled based on priority categories (Critical, High, Medium, and Standard) that are determined by urgency and level of impact.

Response is defined as an effort to communicate with the customer using the contact information provided in the support request. Response may be via phone, e-mail, or personal visit.

Service Level response times to service requests are measured once a request is submitted via email to cldtsupport@jh.edu or by phone via the on-call service line at 410-514-3124.

Other forms of contact may affect the ability of AV technicians to meet the requests in a timely fashion. Examples include:
- Direct emails or chats to individual support personnel
- Direct phone calls to individual support personnel

**STATUS DEFINITIONS WITH INITIAL RESPONSE TIMES**

**Critical** - Within 30 minutes: Catastrophic inability to complete job duties.  
*Example:* Zoom Room is not connecting, or camera/microphone is not functioning.

**High** - Within 2 business hours: Loss of a major job duty.  
*Example:* Audio coming to the room is low but still audible.

**Medium** - Within 4 business hours: There is a problem to be solved, but the customer is still functional and has other options available.  
*Example:* One out of the two displays in the room is not working.

**Standard** - Within 8 business hours: General request for audio/visual support, training or scheduling request.  
*Example:* User needs a Zoom Room recording quality tested for a class setup the next day.

**SUPPORT HOURS**

Fall and Spring Semester: 8:00am - 8:00pm ET Monday – Friday  
Summer: 8:00am - 6:00pm ET Monday – Friday

*Weekend: Support available for critical issues and event assistance (with prior request)*
BEST PRACTICES FOR OUR CLIENTS

The following requirements apply to clients receiving AV Support:

Clearly communicates the requirements of AV setup or support.

Uses cldtsupport@jh.edu to place AV requests for classroom or event support in the required time frames.

Help to avoid user impairment of spaces: returns rooms to the state in which they were found. If you believe equipment was accidentally broken or tampered with, please report it to the AV Department at cldtsupport@jh.edu

Cooperate with AV technician’s suggestions on how to use gear to the best of its ability.

Understands there is a reasonable delay period when troubleshooting technical failures in a class or event.

NOTICES

Due to the open nature of many WSE spaces and ease of user interaction with the technology, rooms are prone to user impairment. Troubleshooting, repairs, and delays are not welcomed but are unfortunate realities of the environment. Users can avoid disruptions by planning classes and events with backup plans in mind. The AV manager and technicians are glad to provide alternative solutions to any problem you might envision at your class or event. Feel free to contact the AV department with any questions at cldtsupport@jh.edu