## Conference Technology Support

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<th>Service Name</th>
<th>Conference Technology Support</th>
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**Description**
Furman provides technology support for conferences and other events. This service provides a dedicated technician to be onsite for a conference or event to provide technology assistance.

**Eligibility**
All departments are eligible for this service.

**How to Request Service**
Contact the IT Service Center (864.294.3277 or service.center@furman.edu) to request conference tech support.

**Availability**
This service is available between 8:00 am and 9:00 pm when campus is open.

**Charges**
There are two levels of charges, one for having a student tech on-site and one for a professional staff member. When scheduling this service please indicate which type of technician you would like available and amount of time (1/2 day <= 4 hours; full day = 4-8 hours)

- **ITS Student Tech** – ½ day - $60; full day - $120
- **ITS Professional Staff** – ½ day - $200; full day - $400

University events, during normal business hours, are exempt from these charges.

**Service Line**
IT Service Center

**Features**
- Tech onsite to provide immediate technology assistance
- Assistance provided for: connecting to wireless, connecting to teaching stations, and basic computer troubleshooting

**Owner**
Mike Gifford

**Pre-requisites**
- Requests are made 2 weeks in advance
- Functioning network/server infrastructure
- Department budget number
- Dates, times and locations where support is required
- Guest accounts, if needed.
- Guests have administrative rights to their personal computers

**VP Customer**
Vice President of Finance and Administration

**Delivery Channels**
- Completed work requests
- Consulting and support

**Service Targets**
- Dedicated support will be available provided the request has been made 2 weeks prior to the event.
- Tech will be onsite for immediate assistance.