# Presentation Systems

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Presentation Systems</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service provides ongoing management and maintenance of the infrastructure, equipment and peripherals associated with mediated teaching and presentation spaces.</td>
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<tr>
<td>Eligibility</td>
<td>This service is available to faculty, staff and student organizations for where presentation systems are installed or proposed.</td>
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<tr>
<td>How to Request Service</td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>)</td>
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<tr>
<td>Availability</td>
<td>7am - 3pm M-F</td>
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<tr>
<td>Charges</td>
<td>Internal planning, configuration and maintenance services provided at no cost to customer – source for funds for installations, repairs and upgrades depend upon classification of space, request status (standard systems or specialty) and funding availability.</td>
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<tr>
<td>Service Line</td>
<td>Learning Technology Services</td>
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| Features      | • Provides consulting and expertise for physical site multimedia infrastructure assets such as floor space, mechanical, electrical, ventilation, cabling, lighting and mounting of equipment. Coordinates with departments responsible for infrastructure.  
• Designs, plans and estimates costs of appropriate multimedia accommodations for new construction and renovations to include multiple competitive bids from various vendors.  
• Acquires appropriate multimedia teaching and presentation technologies.  
• Manages and maintains physical site multimedia-installed locations to provide clean operating environment free from litter and dust.  
• Manages, tests and maintains instructional multimedia classroom teaching stations.  
• Designs, plans and estimates multimedia services in extending multimedia services to campus clients.  
• Monitors use of physical site premises to identify spaces for upgrades or downgrades to accommodate changes in multimedia equipment capability or general infrastructure.  
• Oversees changes to physical site multimedia teaching and presentation station infrastructure to ensure existing services are not adversely impacted by physical site construction activities.  
• Ensures proper labeling of multimedia equipment and cables in place are adequately maintained.  
• Oversees repairs to physical site multimedia components done by 3rd parties and validated that repairs meet expected benefits.  
• Manages and maintains conference and meeting room audio, video and teleconferencing equipment that have been designed and installed by ITS with approved University budgets. |
| Owner         | Joe Hiltabidel, Media Systems Manager |
| Pre-requisites| • Approved designated budget for the design, implementation and support of audio / video systems.  
• Appropriate network and construction infrastructure to support requirements. |
| VP Customer   | Vice President for Academic Affairs and Dean |

## Delivery Channels

- Consulting with primary stakeholders.  
- Satisfied work requests.  
- Technical and usage support.  
- Participation in construction or planning meetings/committees as appropriate.  

## Service Targets

- 90%+ of faculty / students reporting classroom spaces above minimum expectations on TechQual survey.  
- Less than 5% of service requests representing foreseeable failures (lamps burned out, etc.)  
- Initial response to 100% of outages within 4 business hours.  
- Continual communication with ACC regarding priorities for planning purposes.